

85 00602

INSTITUTE OF GOVERNMENTAL
STUDIES LIBRARY

MAR 5 1981

AB 120

UNIVERSITY OF CALIFORNIA

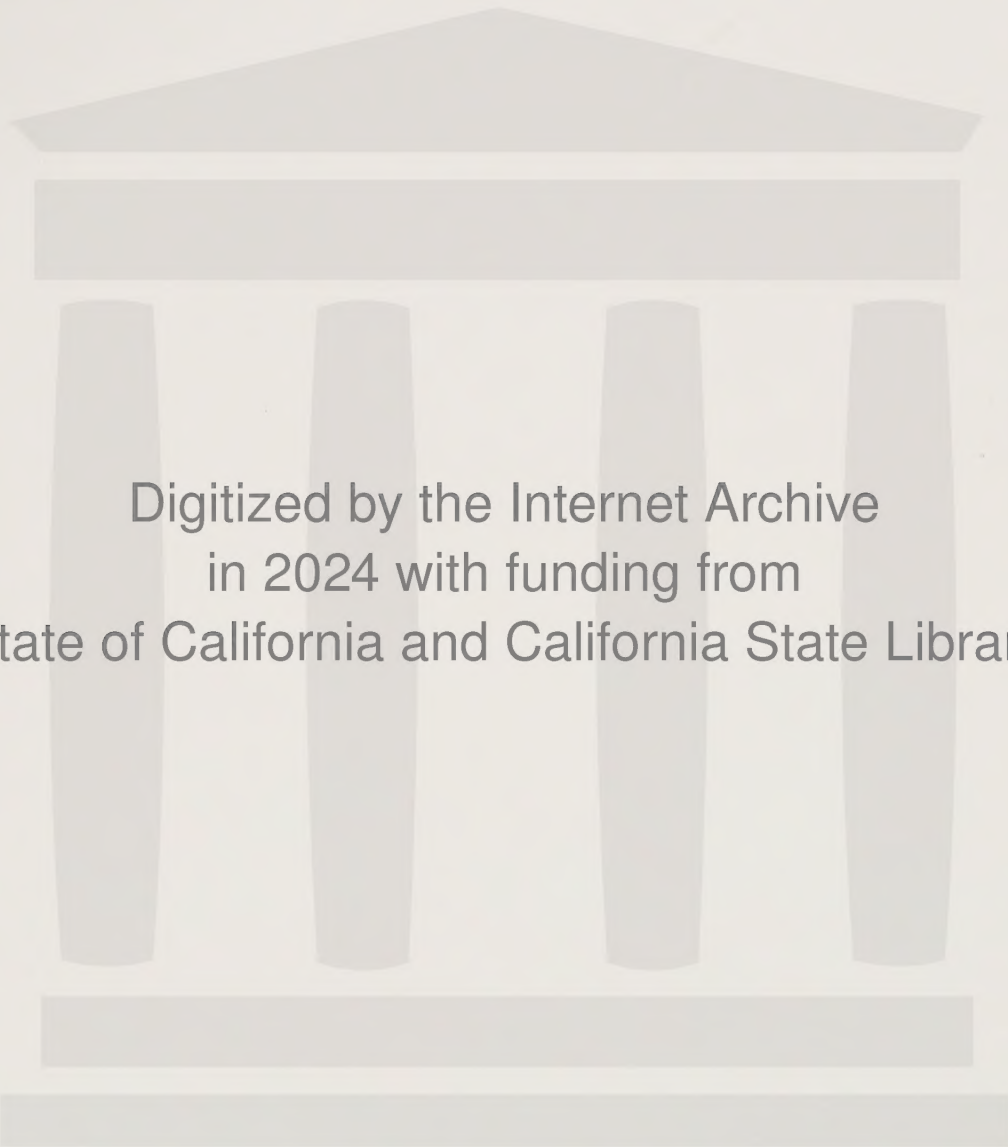
Social Service Agency Transportation Survey
For The San Francisco Bay Area

MTA

Metropolitan Transportation Commission



Hotel Claremont Berkeley, California 94705 (415) 849-3223



Digitized by the Internet Archive
in 2024 with funding from
State of California and California State Library

<https://archive.org/details/C124884103>

AB 120

SOCIAL SERVICE AGENCY
TRANSPORTATION SURVEY FOR THE SAN FRANCISCO BAY AREA

Prepared for:

METROPOLITAN TRANSPORTATION COMMISSION
HOTEL CLAREMONT
Berkeley, CA 94705

Prepared by:

Crain & Associates
120 Santa Margarita
Menlo Park, CA 94025
415-327-8101

December, 1980

METROPOLITAN TRANSPORTATION COMMISSION

The Metropolitan Transportation Commission (MTC) was created by the California Legislature in 1970 to provide comprehensive regional transportation planning and financial programming for the nine-county San Francisco Bay Region.

MTC has 16 voting members, 14 representing cities and counties and 2 representing regional governmental agencies--the Association of Bay Area Governments (ABAG) and the San Francisco Bay Conservation and Development Commission (BCDC). Two nonvoting members have been appointed to provide policy ties to State and Federal agencies. The two nonvoting members represent the California Department of Transportation and the U.S. Department of Transportation.

MTC is designated by the Governor as the metropolitan planning organization (MPO) for the Bay Region. Because of this and other State and Federal requirements, MTC has legally defined responsibilities including:

- transportation planning
- financial planning and programming of Federal and State capital and operating funds for all modes of transportation
- implementation through the allocation of funds
- regulatory and pricing policy setting for State-owned bridges

MTC works jointly with other regional agencies such as ABAG, the Bay Area Air Quality Management District (BAAQMD), and BCDC, as well as such State agencies as the Department of Transportation. MTC's Regional Transportation Plan is consistent with ABAG's Comprehensive Regional Plan. It considers not only transportation but also environmental, economic, and social needs of the Bay Region.

MTC COMMISSIONERS

RALPH C. BOLIN
Napa County

JOSEPH P. BORT
Alameda County

CARL V. CARLSON
Solano County

ROD DIRIDON
Santa Clara County

DENIS T. RICE
Marin County

JOSEPH C. HOUGHTELING
San Francisco Bay
Conservation
and Development
Commission

DORIS W. KAHN
Representing
San Francisco Mayor

QUENTIN L. KOPP
San Francisco County

RICHARD LaPOINTE
Contra Costa County
--Cities

ROY E. LAVE
Santa Clara County -
Cities

WILLIAM R. LAWSON
San Mateo County -
Cities

WILLIAM R. LUCIUS (Chair)
Sonoma County

FRED LYON
San Mateo County

DAN McCORQUODALE
Association of Bay Area
Governments

ANNE B. SOLEM
U.S. Department of
Transportation

ROBERT I. SCHRODER
Contra Costa County

ILENE WEINREB (Vice-Chair)
Alameda County - Cities

JOHN WEST
State Business and
Transportation Agency

EXECUTIVE DIRECTOR
Lawrence D. Dahms

DEPUTY EXECUTIVE DIRECTOR
William F. Hein

MANAGER, ALLOCATIONS & ASSISTANCE
Jay Miyazaki

MANAGER, INFORMATION SERVICES
Marilyn Reynolds

PARTICIPANTS

METROPOLITAN TRANSPORTATION COMMISSION

Survey Coordinator:	Marjorie Garnier
Senior Planners:	Walter Stoll Patrisha Piras
Planner:	Emilio Escudero
Programmer:	Charles Hixson
Data Technician:	Kay Bell
Graphic Designer:	Vaughn Filmore
Editor:	Betty Chapman
Secretaries:	Ethel Jones, Debbie Scarborough
Word Processor:	Doris Hartmann
Key Punchers:	Mei Shem, Barbara Wilkie
Reproduction Technicians:	Peter Pezzati, Michael Stringer

CRAIN & ASSOCIATES

Interviewers:	Susan Deans, Jeanne Eng, Paul Hamilton, Patricia Moix, Howard Weiss, David Woltering
Coder:	Holly Wong
Programmers:	Linda Taylor-Latter, Gerald Latter
Typists:	Shirl Brown, Barbara Law, Molly Shinn
Project Leader:	Sydwell Flynn

Table of Contents

	Page
1. EXECUTIVE SUMMARY	1
2. INTRODUCTION	4
2.1 Background on AB 120	4
2.2 Survey Design	6
2.2.1 The Sample	6
2.2.2 The Questionnaire	7
2.3 Survey Operations	8
2.3.1 The Pre-test	8
2.3.2 The Mailing	9
2.3.3 Hiring and Training of Interviewers	9
2.3.4 Data Collection	10
2.3.5 Updating the Agency List	11
2.3.6 Interviewing Anecdotes	12
2.4 Quality of the Data	17
2.4.1 The Problem of Incomplete Records	17
2.4.2 Confidence Rating Procedure	18
3. RESULTS	20
3.1 The Sample	20
3.2 Nature of Agencies Surveyed	23
3.2.1 Number of Years in Operation	23
3.2.2 Agency Affiliation	24
3.2.3 Services Provided	25
3.2.4 Clients Served	28
3.3 Nature of Transportation Service Provided	30
3.3.1 How the Service Operates	30
3.3.2 Trip Purpose	34
3.3.3 Geographic Area Served	36
3.4 Transportation Modes and Vehicle Counts	65
3.4.1 Methods Used to Provide Transportation	65
3.4.2 Vehicle Counts, Seat Capacity, and Mileage	67
3.5 Passenger and Trip Counts	72
3.5.1 Eligibility Requirements	72
3.5.2 Number of Passengers Served, by Type	74
3.5.3 Number of Trips Provided	77
3.6 Drivers	79
3.7 Funding Sources and Costs	83
3.7.1 Overall Paratransit Costs	83
3.7.2 Funding Sources	86
3.7.3 Transportation Costs by Category	90
3.8 Coordination Possibilities	93

Appendices

A - Survey Forms	A-1
B - Questionnaire Review Techniques	B-2
C - Agencies Providing Minimal Transportation Service	C-1
D - List of Transportation Providers	D-1

List of Tables

	Page
3- 1 Number of Transportation Providers vs. Population	22
3- 2 Number of Years Agencies in Operation	23
3- 3 Agency Affiliation	24
3- 4 Services Provided (Number of Agencies Providing)	26
3- 5 Services Provided (Percent of Agencies Providing)	27
3- 6 Type of Clients Served	29
3- 7 Nature of Service Provided	31
3- 8 Trip Purpose - All Agencies	35
3- 9 Geographic Area Served	37
3-10 Methods Used to Provide Transportation	66
3-11 Number and Type of Vehicles Owned or Leased	68-69
3-12 Number and Type of Vehicles Owned or Operated Jointly	70-71
3-13 Eligibility Requirements for Receiving Transportation	73
3-14 Number of Unduplicated Passengers Served Annually, by Type	75-76
3-15 Number of One-way Trips Provided Annually	78
3-16 Driver Counts by Categories	80
3-17 Paid Driver Costs	81
3-18 Driver Requirements	82
3-19 Overall Paratransit Costs	84
3-20 Agency Transportation Budgets and As Percentage of Annual Budget	85
3-21 Funding by Major Source - All Agencies	87
3-22 Transportation Costs by Category	91-92
3-23 Current Involvement or Interest in Coordination Activities	93
3-24 Perceived Benefits of Paratransit Coordination	95
3-25 Perceived Obstacles to Paratransit Coordination	96

List of Figures

	Page
1 Survey Results	21

1. EXECUTIVE SUMMARY

This survey of agencies in the nine Bay Area counties was conducted September through November, 1980. It is a response to the mandate of AB 120, the Social Service Transportation Improvement Act, that requires transportation commissions to submit a report inventorying agency transportation services in their geographic area. The major findings of this survey are reported below.

1. Questionnaires were sent to 2450 agencies, 726 of whom are transportation providers. The survey design produced a 99% response rate.
2. Telephone follow-up interviews with responding agencies to clarify and augment the information submitted produced data of a high quality. A rating system applied to questions requiring precise figures allows classes of less accurate data to be eliminated from the results.
3. Agencies provide a broad range of services with services to children and youth, education training or employment, mental health services, health care, and services to the elderly predominating.
4. A variety of client groups are served with children or youth, the elderly and the mentally handicapped being the most frequent groups served.
5. The type of service provided varies but the predominant form is demand-responsive or prescheduled door-to-door service with the driver assisting clients from their homes and into the vehicle.
6. Most service operates on weekdays but a considerable portion, about 20%, of the agencies offer 24 hour, 7 days a week service.

7. Three-fourths of all trips provided are involved in three functions: health/medical trips, social/recreational outings, and attendance at school or training centers.
8. Agencies have worked out a variety of ways to provide service to clients and use these methods in combination. The three most common methods are operation of their own vehicles (57%), using staff members or volunteers who drive their own cars (48%) and purchasing service (28%).
9. Sixty-five percent of the agencies operate vehicles--their own, ones they lease, or ones they borrow from another agency. A total of 1491 vehicles are involved--45% of them vans, 43% cars or station wagons, 10% buses--and 11% are equipped with a lift or ramp. These vehicles travel an average of 853 miles per month.
10. Most of the agencies offer service only to particular groups of clients. The criteria for eligibility varies from agency to agency but service is most often limited based on age or physical or mental handicap.
11. The number of unduplicated passengers served per year is 405,777. This number is somewhat understated as 12% of the agencies were unable to provide figures on numbers of persons served. However, it may also be somewhat exaggerated due to the possibility of multiple agencies reporting the same passenger. Of this number, 19% are elderly, 19% are persons with physical disabilities, and 17% are children or youth.
12. Almost 7 million one-way trips are provided annually in the Bay Area. Again this figure is somewhat understated as 16% of the agencies were unable to provide figures on the number of trips provided. The accurate data from a partial group of agencies (332) imply that

the average person receiving specialized transportation receives 17 one-way trips per year; the average agency provides 14,409 trips per year.

13. Bay Area agencies use a total of 7,306 drivers--about 59% of these are unpaid volunteers and 32% are staff members who drive in addition to performing other duties. The paid drivers receive an average wage of \$5.25 including benefits of 16%. About one-third of the agencies require in-service training and first-aid training of their drivers.
14. With 88% of the agencies reporting, the total cost to provide transportation in the Bay Area is a little over \$26 million. Almost 60% of the agencies reporting transportation costs spend less than 5% of their total agency budget on transportation; about 7% spend 50% or more of their total budget on transportation.
15. Although there is some difficulty in tracing the ultimate sources of funds, of all the money reported 30% is federal, 33% is state, 19% is county, 5% is city, and 12% is private.
16. A breakdown of transportation cost by category shows that 31% goes for labor and payroll burden, 61% for materials and services, and 5% for capital costs, which are understated as most agencies do not depreciate capital costs over the life of the vehicle. Specific categories that take the biggest chunk of an agency's transportation dollar are driver costs (19%) and amounts paid to purchase service (33%).
17. The coordination activities involving the most Bay Area agencies are membership in the Paratransit Coordinating Council, information dissemination, and grouping rides. The major perceived benefits of coordination are that it saves money and allows greater geographic coverage in serving client trip needs. The main perceived obstacles are accountability, bookkeeping and paperwork problems, restrictions on the use of agency funds, and unique program hours.

2. INTRODUCTION

2.1 BACKGROUND ON AB 120

With the dramatic increase in publicly funded social welfare and health programs in the last two decades, there has come a corresponding increase in the number of agency programs that offer transportation service. The reason is quite simple: the success of the agency's program is highly dependent on transportation. For example, a nutrition program operates a van to bring its elderly clients to the nutrition site where they are served a hot meal; the United Cerebral Palsy Association operates a van to transport students to classes at the local community college. Coupled with this need has been the availability of federal funds to provide for client transportation. A review by the U.S. General Accounting Office in 1977 found 114 programs administered by 11 federal departments that provide transportation for people.¹

This proliferation of agency transportation programs has often resulted in an array of overlapping paratransit services within a community, and because many of these agencies lack transportation expertise, the service is often costly and inefficient. Operating funds for agency transportation programs are of particular concern as the cost of gas and oil has increased enormously over the past three years, while funds available to agencies to cover these costs have remained relatively constant or have decreased. The result has been that agencies are often forced to allocate funds for primary program purposes to maintain their transportation service or can no longer afford to operate their vehicles.

¹U.S. General Accounting Office, Hindrances to Coordinating Transportation of People Participating in Federally Funded Grant Programs, Vol. 1, Washington, D.C., October 1977.

These problems have led to an increased interest in the possibility of transportation coordination - a cooperative arrangement among agencies that provide transportation and those needing transportation - aimed at producing identifiable benefits such as increased carrying capacity and reduced overall expenditures. Transportation coordination can take many forms ranging from two agencies sharing information about client trip needs to total consolidation whereby a separate organization is created with complete responsibility for providing transportation services to all participating agencies.

This interest led to the passage of Assembly Bill 120, the Social Service Transportation Improvement Act, by the California State Legislature in September 1979. The intent of this bill is "to improve transportation service required by social service recipients by promoting the consolidation of social service transportation services so that the following benefits may accrue:

- a. Combined purchasing of necessary equipment so that some cost savings through larger number of unit purchases can be realized.
- b. Adequate training of vehicle drivers to insure the safe operation of vehicles. Proper driver training should promote lower insurance costs and encourage use of the service.
- c. Centralized dispatching of vehicles so that efficient use of vehicles results.
- d. Centralized maintenance of vehicles so that adequate and routine vehicle maintenance scheduling is possible.
- e. Centralized administration of various social service transportation programs so that elimination of numerous duplicative and costly administrative organizations can occur. Centralized administration of social service **transportation services** can provide more efficient and cost effective transportation services permitting social service agencies to respond to specific social needs.

- f. Identification and consolidation of all existing sources of funding for social service transportation services can provide more effective and cost efficient use of scarce resource dollars. Consolidation of categorical program funds can foster eventual elimination of unnecessary and unwarranted program constraints."¹

The bill requires that transportation planning agencies and transportation commissions submit a report by December 31, 1980, inventorying agency transportation services in their respective geographic area. The Metropolitan Planning Commission contracted with Crain & Associates, Inc., to gather the necessary data from Bay Area social service agencies. This report describes the data collection process and the results of this inventory.

2.2 SURVEY DESIGN

2.2.1 The Sample

The sample was defined as all social service agencies (SSA) within the nine Bay Area counties. For the purposes of this survey an SSA was defined as a public or nonprofit organization that provides service to any of these four target groups: seniors, children or youth, handicapped persons, low-income disadvantaged persons.

The Metropolitan Transportation Commission (MTC) assumed responsibility for compiling the list of SSAs to be surveyed. The list was based on an update of two previous surveys conducted by MTC during the summer of 1976 and spring through fall of 1978. Prior to this 1980 survey the paratransit coordinating council of each county was asked to review the list for accuracy and completeness. The questionnaire was mailed to 2450 SSAs; however, it should be noted that this number did not represent 2450 different

¹AB 120, Section 15951.

organizations or locations as several questionnaires were often sent to the various programs of one agency (e.g., the County Department of Health).

2.2.2 The Questionnaire

The questionnaire was adapted from three sources: the MTC draft, the Sacramento Regional Area Planning Commission Human Service Transportation Questionnaire (submitted as a model to the various transportation commissions by Caltrans) and various questionnaires compiled by Crain & Associates, Inc., in previous survey work. The questionnaire was designed to gain the following information required by AB 120:

- a. An inventory of all existing public and private social service transportation services within its geographic area of jurisdiction. A description of the amount and source of funds utilized by the service, the geographic coverage of the service, and the type and number of social service recipients being served.
- b. A concise statement on the drivers and management of the service, with an evaluation of the operating, capital, and administrative costs for the service.
- c. A synopsis of the average miles of vehicle travel to provide services during each month and a brief analysis of the eligibility requirements for obtaining the service.
- d. A description of the background of the service in the community and any other pertinent information necessary to adequately document and describe the service.²

Additionally the questionnaire was designed to elicit a quick response from those agencies that did not provide any type of transportation for their clients. These agencies simply answered a few questions on the first page (printed in a contrasting color) requiring at most two minutes of their time, tore the page off and returned it.

The final version of the questionnaire is shown in Appendix A.

² AB 120, Section 15973

2.3 SURVEY OPERATIONS

2.3.1 The Pre-test

The first version of the questionnaire was discussed with MTC's Survey Coordinator on August 1 and pretested with the following four agencies:

Outreach and Escort, Inc. - San Jose
Hope Rehabilitation - San Jose
Peninsula Association for the Retarded - Burlingame
Center for Independent Living - Berkeley

These agencies were asked to fill out the questionnaire and comment as they did so on wording they found ambiguous and whether any of the questions could be better stated in a different manner. Based on the comments of these agencies and a subsequent meeting with MTC (on August 7), a second version of the questionnaire was prepared. The major change was to add a column of explanatory comments to help clear up such questions as how to count the number of trips provided and how to avoid double counting of individuals. This version was again tested with the four following agencies:

Outreach and Escort, Inc. - San Jose
Palo Alto Senior Center - Palo Alto
Sunnyvale Community Services - Sunnyvale
Project Mobility - Palo Alto

Changes resulting from this pretest (changing the form or categories of some questions, mostly clarifying the way questions were worded) were incorporated in a third version of the questionnaire. This version was presented to MTC on August 29 and reviewed by the Survey Coordinator and a Senior Planner. Minor changes suggested at this meeting were made and the final version of the questionnaire was delivered to MTC September 2.

2.3.2 The Mailing

The printed version of the questionnaire was mailed to 2401 Bay Area agencies September 8 and 9 along with a covering letter, an attachment describing the intent and schedule of events for AB 120 and a postage paid return envelope. Each questionnaire had an identifying label affixed to it (identical to the address label that was on the envelope). The label contained the agency's name, address, telephone number and contact person. On September 19, the date by which agencies had been asked to return the questionnaire, a reminder notice was mailed to all agencies^{*} asking those who had not already done so to return the questionnaire. (Attachments to the questionnaire mailing and the reminder notice are shown in Appendix A.)

2.3.3 Hiring and Training of Interviewers

On September 8, 9 and 10 an advertisement for interviewers was placed in the Peninsula Times-Tribune and on September 11 in the Palo Alto Weekly.

Interviewer/Research Clerk
Interviewers for government telephone survey of Bay Area Social Services. You must be articulate and work well with people. Full time, Sept. 17 - Nov. 14 (approximately) \$6-7/hour. Contact Sydwell Flynn, Crain and Associates, Menlo Park, 327-8101 or 494-1916.

These advertisements produced more calls than could be handled. Over 30 persons were interviewed either in person (15) or by phone (18). Of these, six were hired. An attempt was made to hire persons with some background in or awareness of social service agencies as well as personable, articulate interviewers who would deal well with people over the phone.

A training session was held on September 18, 19 and 22 at which time the survey team was briefed on how to study returned questionnaires in terms of internal consistency, reasonableness

^{*}This was determined to be a more cost-effective method than taking the person-hours required to cull from the original list those agencies that had already returned the questionnaire.

of answers, other indicators of questionable validity, and the alternative investigative lines-of-questioning for each section of the questionnaire. This training also continued throughout the project, as the survey team learned and developed additional techniques for improving data quality. A further discussion of these techniques is presented in Appendix B.

2.3.4 Data Collection

Phoning began on September 23. At that time approximately 900 questionnaires had been returned, the majority of them the one-page version (termed Short Form) returned by agencies that did not provide transportation to clients. During the week of October 6-10 reminder calls were made to the approximately 1250 agencies that had still not returned a questionnaire*. At that time each agency was asked if they provided any form of transportation for their clients and the examples in question 3 of the questionnaire (page 1) were read to them so as to disallow the agency's using its own definition of what "provide transportation" meant. For those agencies responding "No" a short form, i.e., the first page of the questionnaire, was filled out and their part in the survey was completed. Those agencies who were determined to be transportation providers were given a new deadline and were strongly encouraged to return their questionnaire. In many cases they had no knowledge of having received the questionnaire or acknowledged that it had been thrown away, and a second questionnaire was mailed out.

Every agency but three of those that returned the long form questionnaire, that is, that were transportation providers, were called in order to clarify and complete sections of the

* This was approximately half of the original mailing, thus the survey design before the personal follow-up calls had produced a 50% response rate.

questionnaire. These agencies were each called an average of five times in order to:

- a. reach the correct person, e.g., catch the director when he/she wasn't in a meeting,
- b. talk to several different persons to obtain required information, e.g., the director on funding sources, the bookkeeper on cost breakdown, and the transportation supervisor on number of trips provided, and
- c. allow agency personnel time between calls to gather the necessary data.

Average time spent on the phone per agency was 25 minutes.

The interviewing process lasted nine weeks (September 23 through November 21). Although the interviewers had originally been hired for an eight-week period (through November 12), they agreed to work an additional seven days in an attempt to get as close to a 100% response rate as possible. The original MTC list of 2401 agencies had grown (through additions, see next section) to 2450. All but 27 of these agencies were accounted for (either by a returned questionnaire or being deleted from the list) - a 98.9% response rate.

2.3.5 Updating the Agency List

Throughout the weeks of interviewing the agency list was updated in four ways:

- a. Deletions - When questionnaires were returned by the post office as undeliverable, the MTC Survey Coordinator determined whether the agency's address had changed or the agency had ceased to exist. The former were sent a second questionnaire, the latter were deleted. Additionally, as call-backs were made to agencies that had not returned a questionnaire, it was determined that some were no longer in operation.
- b. Consolidations, duplications - In some cases an agency had been sent two questionnaires (perhaps to two different persons) when only one was required or

questionnaires had been sent to several different programs or branches of a single agency and the agency had chosen to fill out a single questionnaire on all their activities. Duplications were eliminated from the list and notations were made on the list to indicate any agency (or program) that provided transportation that was inventoried elsewhere.

- c. Additions - Whenever it was determined through conversations with the various agencies we interviewed that our list had missed a transportation provider, this agency was added to the list and sent a questionnaire. Also some agencies that were sent a single questionnaire chose to fill out two separate forms covering separate programs. This was also considered an addition to the list.
- d. Address, telephone, name changes - Agencies were asked to make any necessary changes to the label affixed to the questionnaire. These indicated changes plus any others determined through phone conversations were transferred to the master list.

The final agency list incorporating all the above mentioned changes is presented in Appendix D.

2.3.6 Interviewing Anecdotes

There were moments of laughter during the process of collecting and verifying the data. For example, several agencies in responding to the question "How many one-way trips do you provide per year?" responded "None. We only provide round trips." Many times the interviewers wished they could promise funding to those agencies who said they desperately needed more money to provide for their client trip needs and asked the interviewer if he/she could intercede with MTC to get help.

In the paragraphs below, five of the interviewers relate some of their interviewing experiences.

After asking questions about the number of drivers an agency had, whether they were paid or were volunteers, etc., I was asked on a number of occasions if I could assist in driving by agencies that were short of drivers. I did a bit of coordinating between OMI and Canon Kip (in San Francisco). OMI stated they had a new van that needed to be maintained. Since I had learned that Canon Kip will maintain a vehicle in exchange for its use, I brought the two program coordinators together.

DAVID WOLTERING

An agency whose transportation costs far exceeded their funding responded that Prayer was the only resource they had left with which to meet their bills.

Getting records was a problem. One city official said "Of course the information is available"—all we had to do was go to city hall and find the microfilm on it.

When we asked whether or not an agency was private-for-profit (as opposed to public or private non-profit) the frequent reply was that it had been intended to be but thanks to government regulations and the economy it was neither.

SUSAN DEANS

The day before our interview calls were to end, I once again called an agency that had promised to return the questionnaire but had not yet done so. When I mentioned that tomorrow was our final deadline, the man who was working on the questionnaire said he would deliver it to our office himself on his way to an appointment at 4:00 p.m. or he would drop it off on his way home from work. I checked our mailbox that afternoon and the next morning but nothing had arrived. Then around 10:30 the man called to say he had worked very late the previous night so did not deliver the questionnaire but was sending the driver over with it right away. I got it in the next 10-15 minutes.

On one call I introduced myself and after asking the person for some information she said she had a friend with the surname of "Eng." Whereupon I immediately replied, "Oh, Eng is very common because all Chinese surnames are clan names. Whether they're spelled Eng, Ng, Ing, or Wu they're all Romanizations of the Chinese character 伍. She listened to my explanation and then replied, "Oh, I didn't know you were Chinese; my friend is Swedish and I was going to introduce you to her. I didn't know Eng was a Chinese name...."

One particularly rewarding experience - One agency I called in October said it had returned the questionnaire in September but willingly agreed to send a second one. On one of the final days of phoning, after I had not received the second copy, I called the agency and apologized for requesting that he give me the needed information over the phone. His answer was a nice surprise. "Oh, It's not your fault. The questionnaires got lost and the fact that you are calling again shows you really care."

JEANNE ENG

My interactions with the contact person at an Alameda agency began when I phoned her on October 6 to ask for clarification and additional information on the questionnaire we had received from her agency. It soon became apparent that she had never seen it and had no idea who might have submitted it to us.

At her request I mailed a new form and a copy of the one we had received so she could trace it down, determine if it applied to her transportation activity, and complete the questionnaire properly. She called me on October 21 to report that she had not had time to work on the questionnaire but should be able to complete it the week of

November 10 when she would have clerical help. By this time she had learned that the previous form had been completed and mailed to us by another person during her vacation. The numbers were mostly correct but incomplete, by her account.

When I telephoned again on November 14 to remind her she said they had located the records needed to complete the forms (trips, passengers, miles, costs, etc.) but had not extracted the data from them and would not have time to do so since other time-critical tasks had intervened. She declined my request to provide estimates by telephone, saying, in effect, that a job worth doing was worth doing well and accurately.

She then invited me to come to her office with a calculator so that I could extract the necessary data from her records. She said she would provide a private office and a reserved parking space and would demonstrate exactly what I would need to do to get the required information from her records.

I was quite tempted, partly as a relief from the routine of repeated unanswered phone calls that day and partly because I recognized that she was truly being helpful. When I called a day or two later, to inform her that I would not be able to accept her offer, she seemed disappointed but remained firm in her refusal to provide estimates by telephone when accurate data were available from her records. We then spent a few moments with the original questionnaire verifying correct answers and deleting data which she felt was incorrect.

PAUL HAMILTON

A month before our deadline, I began calling Joseph to see why his agency's questionnaire was not yet in. "Had to get budget figures," he said. "All right," I thought, "give him a week."

A week later, when I called again, Joseph explained he had to go over to the courthouse and get those figures. "Tomorrow," he promised. 'Tomorrow' I called. No figures yet. He'd have them by Wednesday. On Wednesday I called with pen in hand to copy figures. "I'm going to the courthouse now!" Joseph pledged. "I'll call you tomorrow." 'Tomorrow' there was no call. Again I called Joseph.

"This is your ole friend Patty," I said. "I'll go today and call you before noon tomorrow," Joseph promised. Noon-hour went by the following day...and 1:00...and 2:00. "Joseph is lost to the survey," I moaned. At 4:15 the phone rang. I leaped on it. There was Joseph at the other end of the line. "I feel so bad about this," he began. "I owe you lunch for your persistence and patience."

"Joseph," I sighed, "the questionnaire is as good as lunch; give me the budget figures." And he did...on the final survey day!

PATRICIA MOIX

2.4 QUALITY OF THE DATA

As reported earlier, the survey design produced a 99% response rate, thus the results described in Chapter 3 of this report present a composite picture of transportation service provided by Bay Area agencies. Follow-up telephone calls to all but three of the agencies were made to clarify and augment the data provided on the questionnaire. Internal consistency checks were made (e.g., did the amount given for gas and oil costs match the reported number of vehicle miles traveled?), and certain responses were checked to see if they were within the range of reasonable responses. (See further discussion in Appendix B). Thus the data produced is judged to be of an overall high quality. However, some agencies were unable to provide data in certain specific categories. This is discussed further in the next section.

2.4.1 The Problem of Incomplete Records

Because transportation is something most agencies provide on the side as an adjunct to their primary program purposes, many agencies do not keep detailed records of their service and are unable to provide accurate data on trips and costs. For example:

- Drivers are often staff members who transport clients in addition to other duties. No records are kept of the number of trips provided, how many people are served or the amount of time spent in this activity so that no dollar value can be assigned to their labor.
- Volunteer drivers are used posing the same computational problems as described above.

- In addition to providing for client trips, vehicles owned by the agency are used for many other purposes so that an agency cannot provide operational costs or vehicle miles traveled related to client transportation.
- County cars from a central pool are used on an as-needed basis - the individual agency (or program) does not pay for gas or maintenance of these cars, so does not know costs.
- An agency purchases service from a private provider (e.g., taxi companies, Greyhound) and there is no record of the number of unduplicated persons served.
- An agency provides clients with a transportation allowance each month but has no idea how many trips the clients are making.
- Agencies do not budget for transportation separately and thus do not know what proportion of their various funding sources are attributable to transportation costs.
- There is no recognition of administrative costs attributable to transportation as the transportation supervisor is a salaried person with no real idea of the dollar value allocated to individual subtasks.
- There is no recognition of overhead costs attributable to transportation such as rent, utilities and phone costs because these items are necessary to the agency's basic operation.

These problems hamper data collection efforts. The section below describes the confidence rating system developed to address these problems.

2.4.2 Confidence Rating Procedure

Because it was determined early in the survey that the quality of the data would vary among agencies, a confidence rating system was developed and applied to those questions that asked for exact figures¹ as opposed to information of a more descriptive nature. The rating system used and the percentage of agencies in each category is shown below.

¹Confidence ratings were given to questions 2e; 3a-g; 4b,d,e,; 5a-c; and 6c-d (See questionnaire in Appendix A).

Confidence Rating	Percent Agencies ¹ in This Category	Quality of Data
1	50	Excellent and complete. Agency keeps precise records.
2	28	Good. Records are kept or good estimates can be made based on other known data. ²
3	9	Fair. Some figures are questionable.
4	2	Poor. Data probably not usable.
5 ³	3	Good but partial data. For example, number of trips provided by agency-operated vehicles are included but not those provided by volunteers driving their own cars.
7 ³	7	No data available. Statistics are not kept and agency will not estimate.

An additional number (6) was used in this system although not a confidence rating. This number (6) was used to denote that data were missing in this question but were contained on another agency's questionnaire. (This would occur, for example, when the number of trips provided was included in the provider agency rather than in the purchasing agency questionnaire.)

Many tables will be presented twice in the Results section of this report. The first table will include all available data given by all agencies; the second table will give only data for those agencies that received a 1 or 2 confidence rating. (Table 3-14, in Section 3.5.2, is the first table to be presented in this manner.) This will allow the audience for this report to determine if certain interpretations of survey results change if the classes of less accurate results (3 and 4) are eliminated from the data.

In all of the tables that follow, all numbers given will refer to the number of agencies responding unless otherwise specified.

¹These percents vary by question asked. The percent indicated here is the average for all questions receiving a confidence rating.

²For example, number of trips are not kept but agency knows they transport 23 children to and from school 5 days/week.

³These categories are not strictly confidence ratings but are included here as they have to do with the overall quality of the data.

3. RESULTS

3.1 THE SAMPLE

Figure 1 gives a breakdown of the sample. Questionnaires were originally sent to 2,450 agencies (or divisions of a single agency). Of this number, 406 were deleted because they had been incorrectly included in the survey. The majority of these deletions were private-for-profit organizations and thus not a social service agency (as defined for purposes of this survey) or they were duplications. The remaining 2,017 agencies (2044 minus the 27 refusals) submitted questionnaires.

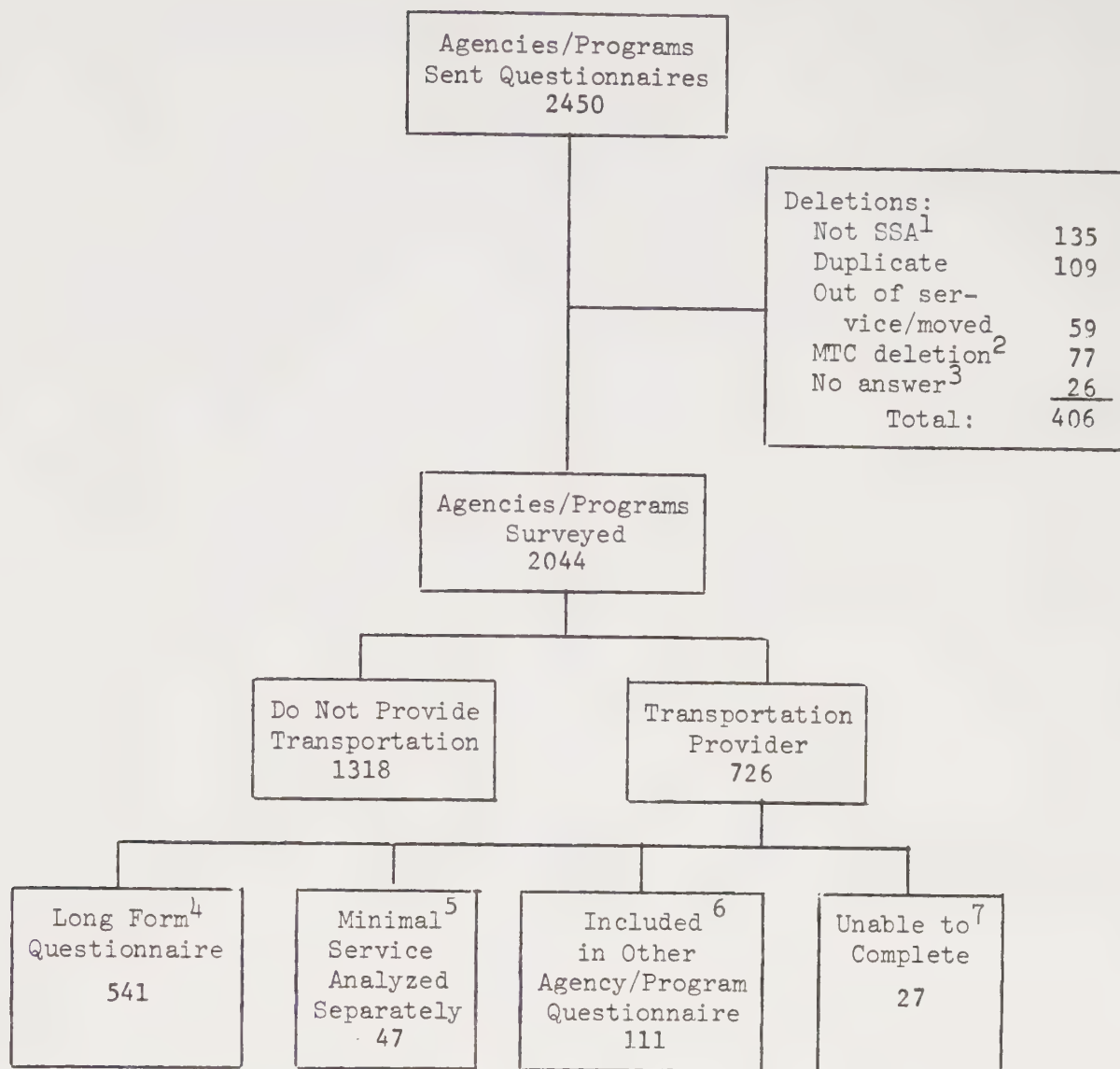
The number of most interest are the 541 agencies who are transportation providers and whose questionnaires are analyzed in this report. However, the questionnaires analyzed often include several branches of an organization (e.g., all Camp Fire Girls programs in Alameda are reported on one questionnaire) and actually represent 652 (541 + 111) transportation providers or agencies. Forty-seven agencies that provide minimal service are analyzed separately (see Appendix C).

The breakdown of the 541 questionnaires by county is as follows:

Alameda	77
Contra Costa	75
Marin	38
Napa	19
San Francisco	98
San Mateo	69
Santa Clara	96
Solano	20
Sonoma	49
	<hr/>
Region	541

A list of the names and addresses of these 541 providers by county is given in Appendix D.

Figure 1
SURVEY RESULTS



¹Not a social agency: private-for-profit organization, transit district, school district.

²Direction from MTC to Crain & Associates; specific reason for deletion unknown.

³No answer after repeated attempts on various weekdays at various times. Assume not in service.

⁴Results presented in this report are based on these completed questionnaires.

⁵Agencies providing service sporadically to a few clients spending less than \$1,000 per year. Does not include any agencies operating vehicles for client transportation.

⁶A separate program or branch of an umbrella agency reported on in another questionnaire.

⁷Agencies refusing to cooperate or not returning questionnaire after repeated requests to do so.

Table 3-1 shows the percent of transportation providers in each county compared with Bay Area population figures.

Table 3-1
NUMBER OF TRANSPORTATION PROVIDERS VS. POPULATION

County	Agencies Surveyed	Trans- portation Providers	Percent All Providers	Percent Bay Area Population*
Alameda	250	105	14.5%	21.7%
Contra Costa	328	107	14.7	12.7
Marin	204	47	6.5	4.4
Napa	63	23	3.2	1.8
San Francisco	601	130	17.9	12.7
San Mateo	314	97	13.4	11.6
Santa Clara	329	115	15.8	25.0
Solano	92	28	3.9	4.4
Sonoma	269	74	10.2	5.6
Region	2,450	726	100.1%	99.9%

*Based on population of 5,069,600 (1980).

3.2 NATURE OF AGENCIES SURVEYED

This section describes the agencies surveyed as to number of years they have been in operation, their affiliation with other agencies, and the nature of the service they provide and the clients they serve. This and subsequent sections approximate sections in the questionnaire (see Appendix A).

3.2.1 Number of Years in Operation

Table 3-2 shows that three-fourths of the agencies surveyed have been in operation over five years; over a third have operated over 21 years. The transportation component of these agencies is a more recent addition, although two-thirds of these agencies have been providing transportation for over five years.

Table 3-2*
NUMBER OF YEARS AGENCIES IN OPERATION
(Region)

Years	Years in Operation		Years Providing Transportation	
	n	%	n	%**
1-2	20	4	55	11
3-5	61	12	109	22
6-10	147	28	176	35
11-20	109	21	86	17
21-30	60	12	30	6
31-50	44	9	22	4
51-99	54	10	20	4
100 and over	22	4	2	0.4

*In the above and all subsequent tables, the number of agencies presented may not add to 541. This is because some agencies did not answer or provide data for all the questions asked.

**Column does not total to 100% due to rounding.

3.2.2 Agency Affiliation

Over half of all agencies surveyed are affiliated with an umbrella or parent organization. A smaller percentage (10%) are part of a service consortium. Table 3-3 gives a breakdown of agency affiliation by county.

Table 3-3
AGENCY AFFILIATION

County	Umbrella or Parent Organization		Service Consortium*	
	<u>n</u>	<u>%*</u>	<u>n</u>	<u>%**</u>
Alameda	42	55	9	13
Contra Costa	38	52	8	11
Marin	22	58	5	14
Napa	14	74	2	11
San Francisco	55	57	23	25
San Mateo	46	68	11	17
Santa Clara	57	61	16	19
Solano	6	33	1	6
Sonoma	23	49	5	11
Region	303	57	80	16

*An agreement or association among two or more agencies.

**Percent of all agencies within county or region.

3.2.3 Services Provided

The question on services provided asked agencies to indicate the main service they provided; however, many agencies checked five or six different categories, most likely from a wish to indicate the variety of services they do indeed provide. In the follow-up telephone calls made to each agency, these checked categories were often reduced, based on a thorough understanding of the agency's function. A senior-citizen center, for example, was designated as providing service only to seniors, although this service might include many of the other categories as well (e.g., education, recreation, financial services). Agencies that provided a multiplicity of services with no single dominant category were classified as multi-service agencies (e.g., The Salvation Army). All agencies were not reduced to a single category, however; thus there are 768 services reported by the 539 separate agencies that answered this question.

Tables 3-4 and 3-5 show that the five services provided most frequently by agencies in the region are: services to children and youth (provided by 24% of all agencies), education, training or employment (19%), mental health (10%), health care (15%) and services to seniors (15%).

Table 3-4
SERVICES PROVIDED
(Number of Agencies Providing)

COUNTY	# Agencies	Health Care (1)	Mental Health	Education, Training	Information & Referral	Alcohol, Drug	Welfare, Financial	Seniors	Children, Youth	Recreation	Transportation (2)	City Government	Multi-Service	Other
Alameda	77	10	10	10	4	4	10	11	17	5	4	2	5	4
Contra Costa	75	8	8	17	7	6	4	18	22	9	3	1	3	4
Marin	38	4	12	6	5	2	4	3	8	3	1	1	3	3
Napa	19	2	5	0	0	1	1	2	3	0	3	1	4	0
San Francisco	98	19	17	24	11	8	10	13	23	13	2	0	6	2
San Mateo	68	12	5	17	7	5	3	10	17	11	4	0	3	4
Santa Clara	96	15	20	16	13	8	7	15	21	14	2	4	8	2
Solano	20	2	2	4	2	1	2	2	3	1	2	7	1	0
Sonoma	48	6	8	8	3	7	3	4	13	2	6	0	2	3
Region	539	78	87	102	52	42	44	78	127	58	27	16	35	22

(1)Includes services for physically disabled: (2)As a MAJOR service.

Table 3-5
SERVICES PROVIDED
(Percent of Agencies Providing)

COUNTY	# Agencies	Health Care (1)	Mental Health	Education, Training	Information & Referral	Alcohol, Drug	Welfare, Financial	Seniors	Children, Youth	Recreation	Transportation (2)	City Government	Multi-Service	Other
Alameda (3)	77	13	13	13	5	5	13	14	22	7	5	13	7	5
Contra Costa	75	11	11	23	9	8	5	24	29	12	4	6	4	5
Marin	38	11	32	16	13	5	11	8	21	8	3	6	8	8
Napa	19	11	26	0	0	5	5	11	16	0	16	6	21	0
San Francisco	98	19	17	25	11	8	10	13	24	13	2	0	6	2
San Mateo	68	18	7	25	10	7	4	15	25	16	6	0	4	6
Santa Clara	96	16	21	17	14	8	7	16	22	15	2	25	8	2
Solano	20	10	10	20	10	5	10	10	15	5	10	44	5	0
Sonoma	48	13	17	17	6	15	6	8	27	4	13	0	4	6
Region	539	15	16	19	10	8	8	15	24	11	5	3	7	4

(1) Includes services for physically disabled; (2) As a MAJOR service; (3) Read this row as follows: of the 77 agencies in Alameda County answering this question, 13% provide health service, 13% provide mental health service, etc.

3.2.4 Clients Served

In this question agencies were asked to indicate their primary client group. An agency that serves elderly persons was counted only in that category although many of their clients could also be low-income persons or minorities. However, an agency that serves mentally handicapped children is counted in both categories as they were unable to say that one or the other of the categories predominated.

Table 3-6 shows that the three major client groups are: children or youth (29% of all agencies), the elderly (25%) and the mentally handicapped (19%).

Table 3-6
TYPE OF CLIENTS SERVED

Counties	Number of Agencies	Child- ren, Youth	Physical Handicap	Mental Handicap	Elderly	Low Income	Minor- ities	Unem- ployed	Alcohol, Drug Abusers	City Resi- dents	Other ⁺
		<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>
Alameda**	77	21 27	10 13	11 14	21 27	7 9	3 4	1 1	4 5	1 1	12 16
Contra Costa	75	26 35	12 16	11 15	24 32	10 13	1 2	5 7	5 7	3 4	9 12
Marin	38	10 26	3 8	10 26	6 16	3 8	1 3	1 3	2 5	1 3	8 21
Napa	18	4 22	2 11	6 33	6 33	1 6	0 0	0 0	0 0	1 6	2 11
San Fran- cisco	97	28 29	18 19	19 20	18 19	9 9	4 4	1 1	8 8	0 0	12 12
San Mateo	69	21 30	15 22	10 15	18 26	12 17	2 3	5 7	4 6	1 1	8 12
Santa Clara	95	29 31	12 13	20 21	26 27	12 13	1 1	1 1	6 6	3 3	11 12
Solano	20	4 20	4 20	4 20	3 15	2 10	0 0	1 5	0 0	7 35	2 10
Sonoma	49	11 22	7 14	11 22	10 20	9 18	3 6	1 2	7 14	1 2	5 10
Region	538	154 29	83 15	102 19	132 25	65 12	15 3	16 3	36 7	18 3	69 13

*Other types of clients were related to the agency's primary service; e.g. women, terminally ill, ex-offender.

**Read this row as follows: of the 77 Alameda agencies answering this question, 21 provide services to children and youth. This is 27% of all the agencies in Alameda.

3.3 NATURE OF TRANSPORTATION SERVICE PROVIDED

3.3.1 How the Service Operates

Bay Area agencies offer a variety of transportation services that provide a very personalized level of service for their clients. Over half of the agencies (51%) provide door-to-door service with the driver assisting clients from their homes into the vehicle. The most common service available, listed by almost half of the agencies surveyed, is demand-responsive door-to-door in which the vehicle is sent out to pick up clients as requested. Another 32% of the agencies offer door-to-door service but require their clients to preschedule their trips. Subscription service, for which clients pay a fixed amount and are picked up on a regular basis, is offered by only a handful of agencies. Fixed-route service, which operates on the same route and at the same time each day, is offered by 94 (17%) of the agencies. This is similar to subscription service but, presumably, the clients do not pay.

Most of the agencies that provide service on a regular basis operate on weekdays (52%); and 9% also operate on weekends. Many of the agencies that state they provide service 24 hours, 7 days a week are agencies that purchase service from taxi companies, usually for their elderly clients.

It should be noted that about 105 (19%) of the agencies did not answer the questions described above (see questions 2a-c in questionnaire, Appendix A). These agencies provide a type of service that does not lend itself to the above-described categories; e.g. a live-in facility where all trips originate and end at the facility, or an organization such as the YMCA whose young clients all arrive at the Y and are then transported by van or bus for some recreational activity. Agencies that reimburse clients for trips or who purchase bus passes also did not answer the above questions.

Table 3-7
NATURE OF SERVICE PROVIDED

County	Number of Agencies	Degree of Assistance		Type Service Available				Time Service Available				
		Door-to-Door	Curb-to-Curb	Fixed Route	Demand Response Dr.-to-Dr.	Pre-Scheduled Dr.-to-Dr.	Subscription	24 hrs. 7 days	Week Days	Week Ends	Emergency Only	Special Events Only
Alameda	77	37	26	10	40	28	3	15	43	10	3	11
Contra Costa	75	39	23	18	36	18	0	5	50	7	4	7
Marin	38	20	6	2	14	13	0	9	13	4	2	6
Napa	19	11	5	3	12	5	0	4	11	2	0	2
San Francisco	98	48	23	12	40	33	4	18	43	13	8	18
San Mateo	69	31	22	15	29	23	1	9	35	4	3	8
Santa Clara	96	59	24	19	47	36	4	23	50	7	6	13
Solano	20	10	8	7	11	5	1	4	14	2	1	2
Sonoma	49	22	10	8	18	11	1	16	22	2	2	6
Region	541	277	147	94	247	172	14	103	281	51	29	73

Table 3-7 indicates that 172 agencies require their clients to preschedule their trips. Scheduling requirements given by 178* agencies are shown below:

Prescheduling Requirement	Number of Agencies
<u>Hours</u>	
6	1
7	1
8	3
12	4
24	106
30	1
36	3
40	1
<u>Days</u>	
2	26
3	13
4	3
5	1
<u>Weeks</u>	
1	10
2	2
4	1
12	1
20	<u>1</u>
	178

*Some agencies that did not indicate in a previous question that advance notice was required chose to answer this question on how much advance notice was required.

Agencies operating during weekdays were asked to indicate the time their service was available. Results of this question are given below.

<u>Start Time</u>	<u>Number of Agencies</u>	<u>End Time</u>	<u>Number of Agencies</u>
6 AM	8	1 PM	4
7	30	2	10
8	149	3	20
9	59	4	47
10	17	5	131
11	6	6	33
12 Noon	<u>2</u>	7	9
	271	8	3
		9	3
		10	11
		11	4
		12 AM	<u>4</u>
			279

The above data show that most agencies operate their service during normal work hours, i.e., between 7 AM and 6 PM, about half of these between 8 AM and 5 PM. The numbers in these two columns do not match, nor do they match the figure of 281 agencies reporting they operate on weekdays in Table 3-7, as a number of agencies indicated a split time operation (e.g., between 8-10 AM and 3-5PM) and others did not specify their hours of operation.

3.3.2 Trip Purpose

Three trip purposes—health/medical, social/recreational and school/training—account for 73% of all trips provided by Bay Area social service agencies, as shown in Table 3-8. There is very little variation of the trip needs served by county.

Table 3-8
TRIP PURPOSE - ALL AGENCIES

	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Region
Number of Agencies	75	72	37	17	94	66	88	16	45	510
PERCENT OF ALL TRIPS PROVIDED: ¹										
Health, Medical	30 ³	30	33	37	34	28	33	37	30	32
Shopping	4	8	7	8	4	2	4	10	6	5
School/Training	16	29	12	11	14	19	11	14	16	16
Work	2	5	1	1	8	5	3	2	10	5
Sheltered workshop	3	3	5	9	2	1	0	4	3	2
Social, Recreational	22	15	32	19	26	32	32	18	22	25
Personal business	5	3	4	3	2	2	3	12	4	4
Nutrition	6	7	1	6	3	4	5	1	5	5
Other	12	2	4	6	8	5	9	3	3	7
Number of Agencies	76	74	38	18	96	68	93	16	48	527
% AGENCIES OFFERING THIS PURPOSE: ²										
Health, Medical	67	57	71	78	63	52	58	81	73	63
Shopping	28	31	45	39	22	22	28	38	38	29
School/Training	33	38	32	39	33	37	24	25	35	33
Work	15	16	16	11	15	10	13	25	21	15
Sheltered workshop	9	11	13	22	7	4	4	6	8	8
Social, Recreational	58	42	61	61	53	59	62	44	52	55
Personal business	29	23	26	28	15	19	23	38	38	24
Nutrition	16	19	8	17	12	12	19	13	13	15
Other	24	11	11	22	20	19	14	25	15	17

¹Includes only those agencies reporting trip purposes by percentage breakdown.

²Includes agencies in (1) above as well as those indicating trip purposes served but without percentage breakdown.

³Column totals may not add up to 100% due to rounding.

3.3.3 Geographic Area Served

Table 3-9 presents data on the geographic area served by county.

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED
BY COUNTY

AREAS TO WHICH
AGENCIES PROVIDE SERVICES

COUNTY IN WHICH AGENCIES ARE LOCATED

		COUNTY																		
	COUNT	IALAMEDA		CONTRA		C MARIN		NAPA		SAN FRAN		SAN MATE		SANTA CL		SOLANO		SONOMA		ROW TOTAL
	ROW PCT	I								CISCO		O		ARA						
	COL PCT	I								I		I		I		I		I		
	TAB PCT	I	1	I	2	I	3	I	4	I	5	I	6	I	7	I	8	I	9	
Alameda Co.	100	I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I
		I	15	I	0	I	0	I	0	I	4	I	1	I	0	I	0	I	0	I
		I	75.0	I	0.0	I	0.0	I	0.0	I	20.0	I	5.0	I	0.0	I	0.0	I	0.0	I
		I	19.7	I	0.0	I	0.0	I	0.0	I	4.1	I	1.5	I	0.0	I	0.0	I	0.0	I
Alameda		I	2.8	I	0.0	I	0.0	I	0.0	I	0.7	I	0.2	I	0.0	I	0.0	I	0.0	I
	101	I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I
		I	6	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I
		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
COLUMN TOTAL		I	7.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	1.1	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I	-----	I
			76		74		38		19		98		68		96		20		49	
			14.1		13.8		7.1		3.5		8.2		12.6		17.8		3.7		9.1	

Total number of agencies providing service in this area.

Number of agencies reporting in this county.

Percent of all agencies reporting.

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Read this box as follows:

4 agencies located in San Francisco provide service in Alameda County.

These 4 agencies are 20.0% of all the agencies (20) that provide service in Alameda County.

These 4 agencies are 4.1% of all the agencies in San Francisco (98) responding to this question.

These 4 agencies are 0.7% of all the agencies (538) responding to this question.

Table 3-9
GEOGRAPHIC AREA SERVED

* * * * * PAGE 3 OF 29

Table 3-9 (continued)

ω
ω

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 4 OF 29

		COUNT																		ROW TOTAL	
		COUNT ROW PCT COL PCT TAB PCT	IALAMEDA I 1	CONTRA OSTA I 2	C I 3	MARIN I 4	NAPA I 5	SAN FRAN CISCO I 6	SAN O I 7	MATE I 8	SANTA CL ARA I 9	SOLANO I 10	SONOMA I 11								
COCITY		I	I	I	I	I	I	I	I	I	I	I	I								
		I	I	I	I	I	I	I	I	I	I	I	I								
	108	I	5	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	5		
Fremont		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.9		
		I	6.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
	110	I	5	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	5		
Livermore		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.9		
		I	6.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
	112	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	1		
Mount Eden		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2		
		I	1.3	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
	113	I	4	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	4		
Newark		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.7		
		I	5.3	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
	115	I	23	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I	24		
Oakland		I	95.8	I	4.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	4.5		
		I	30.3	I	1.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	4.3	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
	116	I	3	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	3		
Piedmont		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.6		
		I	3.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
	COLUMN TOTAL		76 14.1		74 13.8		38 7.1		19 3.5		98 18.2		68 12.6		96 17.8		20 3.7		49 9.1		538 100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED
BY COUNTY

***** PAGE 5 OF 29

		COUNTY																		ROW TOTAL		
		COUNT ROW COL	PCT I	IALAMEDA I	CONTRA OSTA	C I	MARIN I	NAPA I	SAN FRAN CISCO	SAN MATE O	SANTA CL ARA	SOLANO I	SONOMA I									
		PCT I	I	1	I	2	I	3	I	4	I	5	I	6	I	7	I	8	I		9	I
		TAB	PCT	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		I	I
COCITY																						
	117	I		I	4	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	4	
Pleasanton		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.7	
		I	5.3	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
		I	0.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
	118	I		I	5	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	5	
San Leandro		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.9	
		I	6.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
		I	0.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
	119	I		I	3	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	3	
San Lorenzo		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.6	
		I	3.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
		I	0.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
	120	I		I	3	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	3	
Sunol		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.6	
		I	3.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
		I	0.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
	121	I		I	5	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	5	
Union City		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.9	
		I	6.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
		I	0.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
	124	I		I	1	I	0	I	0	I	0	I	0	I	1	I	0	I	0	I	2	
South County		I	50.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	50.0	I	0.0	I	0.0	I	0.4	
		I	1.3	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I		
		I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I		
COLUMN		TOTAL		76	74	38	19	98	68	96	20	49	538									
				14.1	13.8	7.1	3.5	18.2	12.6	17.8	3.7	9.1	100.0									

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 6 OF 29

		COUNTY																		ROW TOTAL										
		COUNT	ALAMEDA			CONTRA COSTA			MARIN			NAPA			SAN FRANCISCO			SAN MATEO			SANTA CLARA			SOLANO			SONOMA			
		ROW PCT	COL PCT	TAB PCT	1	I	2	I	3	I	4	I	5	I	6	I	7	I	8		I	9	I							
COCITY																														
West County	125	I	I	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I								
		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	1.3	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
Hayward	127	I	I	I	7	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I								
		I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	9.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	1.3	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
Contra Costa Co.	200	I	I	I	7	I	11	I	1	I	0	I	1	I	1	I	0	I	0	I	0	I								
		I	33.3	I	52.4	I	4.8	I	0.0	I	4.8	I	4.8	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	9.2	I	14.9	I	2.6	I	0.0	I	1.0	I	1.5	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	1.3	I	2.0	I	0.2	I	0.0	I	0.2	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I								
Alamo	201	I	I	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I								
		I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	0.0	I	0.0	I	2.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
Antioch	202	I	I	I	0	I	3	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I								
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	0.0	I	4.1	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	0.0	I	0.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
Brentwood	205	I	I	I	0	I	2	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I								
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	0.0	I	2.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
		I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I								
COLUMN TOTAL			76		74		38		19		98		68		96		20		49		538									
			14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1		100.0									

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 7 OF 29

		COUNTY																	ROW TOTAL		
		COUNT ROW PCT COL PCT TAB PCT	IALAMEDA		CONTRA C OSTA		MARIN		NAPA		SAN FRAN CISCO		SAN MATE O		SANTA CL ARA		SOLANO			SONOMA	
			1	I	2	I	3	I	4	I	5	I	6	I	7	I	8	I		9	I
COCITY			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		I	I
Clayton	209	I	0	I	3	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	3
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.6
		I	0.0	I	4.1	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
Concord	210	I	0	I	6	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	6
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.1
		I	0.0	I	8.1	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	1.1	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
Crockett	211	I	0	I	2	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	2
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4
		I	0.0	I	2.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
El Cerrito	214	I	1	I	4	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	5
		I	20.0	I	80.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.9
		I	1.3	I	5.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I	0.2	I	0.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
El Sobrante	215	I	0	I	3	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	3
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.6
		I	0.0	I	4.1	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
Hercules	216	I	0	I	2	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	2
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4
		I	0.0	I	2.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
COLUMN TOTAL			76		74		38		19		98		68		96		20		49		538
			14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1		100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 8 OF 29

		COUNTY																ROW TOTAL				
		COUNT	IALAMEDA		CONTRA C		MARIN		NAPA		SAN FRAN		SAN MATE		SANTA CL		SOLANO		SONOMA			
		ROW PCT	I		I		I		I		I		I		I		I			I		I
		COL PCT	I		I		I		I		I		I		I		I			I		I
		TAB PCT	I	1	I	2	I	3	I	4	I	5	I	6	I	7	I		8	I	9	I
COCITY																						
Kensington	217	I	1	I	2	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	3	
		I	33.3	I	66.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.6	
		I	1.3	I	2.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
		I	0.2	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
Lafayette	219	I	0	I	2	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	2	
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4	
		I	0.0	I	2.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
		I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
Martinez	220	I	0	I	4	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	4	
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.7	
		I	0.0	I	5.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
		I	0.0	I	0.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
Moraga	221	I	0	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	1	
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	
		I	0.0	I	1.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
		I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
Oakley	223	I	0	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	1	
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	
		I	0.0	I	1.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
		I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
Orinda	224	I	0	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	1	
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	
		I	0.0	I	1.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
		I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I		
COLUMN TOTAL			76		74		38		19		98		68		96		20		49		538	
			14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1		100.0	

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 9 OF 29

		COUNTY																	ROW TOTAL		
		COUNT ROW PCT COL PCT TAB PCT	IALAMEDA I 1	CONTRA OSTA 2	C MARIN I 3	NAPA I 4	SAN FRAN CISCO 5	SAN O 6	MATE I 7	SANTA CL ARA 8	SOLANO I 9	SONOMA I									
			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I				
COCITY			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I				
Pinole	226	I	0	I	2	I	0	I	0	I	0	I	0	I	0	I	0	I	2		
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4		
		I	0.0	I	2.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
Pittsburg	227	I	0	I	5	I	0	I	0	I	0	I	0	I	0	I	0	I	5		
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.9		
		I	0.0	I	6.8	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
Pleasant Hill	228	I	0	I	4	I	0	I	0	I	0	I	0	I	0	I	0	I	4		
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.7		
		I	0.0	I	5.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
Port Costa	230	I	0	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I	1		
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2		
		I	0.0	I	1.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
Richmond	232	I	1	I	14	I	0	I	0	I	0	I	0	I	0	I	0	I	15		
		I	6.7	I	93.3	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	2.8		
		I	1.3	I	18.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.2	I	2.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
Rodeo	233	I	0	I	2	I	0	I	0	I	0	I	0	I	0	I	0	I	2		
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4		
		I	0.0	I	2.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
COLUMN TOTAL			76		74		38		19		98		68		96		20		49		538
			14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1		100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 10 OF 29

COCITY		COUNTY																		ROW TOTAL
		COUNT	IALAMEDA	CONTRA C	MARIN	NAPA	SAN FRAN	SAN MATE	SANTA CL	SOLANO	SONOMA									
		PCT I	PCT I	OSTA	I	I	CISCO	O	ARA	I	I									
		COL PCT	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		
TAB PCT	I	1	I	2	I	3	I	4	I	5	I	6	I	7	I	8	I	9	I	
San Pablo	235	I	1	I	8	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I
		I	11.1	I	88.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	1.3	I	10.8	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	0.2	I	1.5	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
San Ramon	236	I	1	I	2	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I
		I	33.3	I	66.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	1.3	I	2.7	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	0.2	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
Walnut Creek	237	I	0	I	6	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	0.0	I	8.1	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	0.0	I	1.1	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
East County	238	I	0	I	8	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	0.0	I	10.8	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	0.0	I	1.5	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
Central County	239	I	1	I	7	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I
		I	12.5	I	87.5	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	1.3	I	9.5	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	0.2	I	1.3	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
West County	240	I	0	I	5	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	0.0	I	6.8	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
		I	0.0	I	0.9	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I
COLUMN TOTAL			76		74		38		19		98		68		96		20		49	
TOTAL			14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1	

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 11 OF 29

		COUNTY													ROW TOTAL						
		COUNT ROW COL	ALAMEDA I PCT	CONTRA OSTA	C I	MARIN I	NAPA I	SAN CISCO	FRAN O	SAN MATE O	SANTA ARA	CL I	SOLANO I	SONOMA I							
		PCT I	1	2	3	4	5	6	7	8	9										
		TAB	I	I	I	I	I	I	I	I	I	I	I	I							
COCITY			I	I	I	I	I	I	I	I	I	I	I	I							
			I	I	I	I	I	I	I	I	I	I	I	I							
			I	I	I	I	I	I	I	I	I	I	I	I							
			I	I	I	I	I	I	I	I	I	I	I	I							
Marin County	300	I	0	I	1	I	29	I	0	I	3	I	1	I	0	I	1	I	35		
		I	0.0	I	2.9	I	82.9	I	0.0	I	8.6	I	2.9	I	0.0	I	0.0	I	2.9	I	6.5
		I	0.0	I	1.4	I	76.3	I	0.0	I	3.1	I	1.5	I	0.0	I	0.0	I	2.0	I	
		I	0.0	I	0.2	I	5.4	I	0.0	I	0.6	I	0.2	I	0.0	I	0.0	I	0.2	I	
Fairfax	307	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I	1
		I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2
		I	0.0	I	0.0	I	2.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
Marin City	318	I	0	I	0	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I	1
		I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2
		I	0.0	I	0.0	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	
Novato	325	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I	1
		I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2
		I	0.0	I	0.0	I	2.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
San Anselmo	330	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I	1
		I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2
		I	0.0	I	0.0	I	2.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
San Rafael	333	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I	0	I	1	I	2
		I	0.0	I	0.0	I	50.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	50.0	I	0.4
		I	0.0	I	0.0	I	2.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	2.0	I	
		I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	
COLUMN TOTAL			76		74		38		19		98		68		96		20		49		538
			14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1		100.0

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED
BY COUNTY

***** PAGE 12 OF 29

		COUNTY																		ROW TOTAL	
		COUNT ROW COL	IALAMEDA PCT I	CONTRA OSTA	C I	MARIN I	NAPA I	SAN FRAN CISCO	SAN O	MATE I	SANTA ARA	CL I	SOLANO I	SONOMA I							
		PCT I	1	2	3	4	5	6	7	8	9										
COCITY	TAB	PCT I	I	I	I	I	I	I	I	I	I	I	I	I	I						
North County	343	I	0	I	0	I	2	I	0	I	0	I	0	I	0	I	0	I			
		I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.0	I	5.3	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
South County	345	I	0	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I			
		I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I			
West County	346	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I	0	I			
		I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.0	I	2.6	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
	370	I	0	I	1	I	0	I	0	I	0	I	0	I	0	I	0	I			
		I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	1.4	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
Napa County	400	I	2	I	0	I	0	I	8	I	3	I	0	I	0	I	0	I			
		I	15.4	I	0.0	I	0.0	I	61.5	I	23.1	I	0.0	I	0.0	I	0.0	I			
		I	2.6	I	0.0	I	0.0	I	42.1	I	3.1	I	0.0	I	0.0	I	0.0	I			
		I	0.4	I	0.0	I	0.0	I	1.5	I	0.6	I	0.0	I	0.0	I	0.0	I			
Angwin	402	I	0	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I			
		I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.0	I	0.0	I	5.3	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I			
COLUMN TOTAL			76 14.1		74 13.8		38 7.1		19 3.5		98 18.2		68 12.6		96 17.8		20 3.7		49 9.1		538 100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

COUNTY

Table 3-9 (continued)

(CONTINUED)

* * * * * PAGE 15 OF 29

Table 3-9 (continued)

(CONTINUED)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****
 COCITY (GROUP) GEOGRAPHIC AREAS SERVED
 BY COUNTY
 ***** PAGE 16 OF 29

		COUNTY																ROW TOTAL				
		COUNT ROW COL TAB	PCT I PCT I PCT I	ALAMEDA I I I	CONTRA OSTA I I I	C I I I	MARIN I I I I	NAPA I I I I	SAN FRAN CISCO I I I I	SAN MATEO I I I I	SANTA CLARA I I I I	SOLANO I I I I	SONOMA I I I I									
COCITY				1	2	3	4	5	6	7	8	9										
Parkmerced	527	I	I	0	I	0	I	0	I	2	I	0	I	0	I	0	I	0	I	2		
		I	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4		
		I	I	0.0	I	0.0	I	0.0	I	2.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	I	0.0	I	0.0	I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I			
Potrero Hill	528	I	I	0	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I	1		
		I	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2		
		I	I	0.0	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I			
Richmond	530	I	I	0	I	0	I	0	I	5	I	0	I	0	I	0	I	0	I	5		
		I	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.9		
		I	I	0.0	I	0.0	I	0.0	I	5.1	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	I	0.0	I	0.0	I	0.0	I	0.9	I	0.0	I	0.0	I	0.0	I	0.0	I			
South of Market	532	I	I	0	I	0	I	0	I	3	I	0	I	0	I	0	I	0	I	3		
		I	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.6		
		I	I	0.0	I	0.0	I	0.0	I	3.1	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	I	0.0	I	0.0	I	0.0	I	0.6	I	0.0	I	0.0	I	0.0	I	0.0	I			
Sunset	534	I	I	0	I	0	I	0	I	5	I	0	I	0	I	0	I	0	I	5		
		I	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.9		
		I	I	0.0	I	0.0	I	0.0	I	5.1	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	I	0.0	I	0.0	I	0.0	I	0.9	I	0.0	I	0.0	I	0.0	I	0.0	I			
Visitation Valley	537	I	I	0	I	0	I	0	I	2	I	0	I	0	I	0	I	0	I	2		
		I	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4		
		I	I	0.0	I	0.0	I	0.0	I	2.0	I	0.0	I	0.0	I	0.0	I	0.0	I			
		I	I	0.0	I	0.0	I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I			
COLUMN TOTAL				76		74		38		19		98		68		96		20		49		538
				14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1		100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 17 OF 29

		COUNTY																		ROW TOTAL		
		COUNT RCW COL TAB	PCT I PCT I PCT I	IALAMEDA	CONTRA OSTA	C I	MARIN	NAPA	SAN CISCO	FRAN CISCO	SAN O	MATE O	SANTA ARA	CL	SOLANO	SONOMA						
				1	I	2	I	3	I	4	I	5	I	6	I	7	I	8	I		9	I
COCITY				I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		I	I
Western Addition	538	I		0	I	0	I	0	I	0	I	2	I	0	I	0	I	0	I	0	I	2
		I		0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4
		I		0.0	I	0.0	I	0.0	I	0.0	I	2.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I		0.0	I	0.0	I	0.0	I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	0.0	I	
The Tenderloin	540	I		0	I	0	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I	1
		I		0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2
		I		0.0	I	0.0	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I		0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	
Westside	541	I		0	I	1	I	0	I	0	I	1	I	0	I	0	I	0	I	0	I	2
		I		0.0	I	50.0	I	0.0	I	0.0	I	50.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4
		I		0.0	I	1.4	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I	0.0	I	0.0	I	
		I		0.0	I	0.2	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	0.0	I	
San Mateo Co.	600	I		0	I	0	I	0	I	0	I	6	I	33	I	5	I	0	I	0	I	44
		I		0.0	I	0.0	I	0.0	I	0.0	I	13.6	I	75.0	I	11.4	I	0.0	I	0.0	I	8.2
		I		0.0	I	0.0	I	0.0	I	0.0	I	6.1	I	48.5	I	5.2	I	0.0	I	0.0	I	
		I		0.0	I	0.0	I	0.0	I	0.0	I	1.1	I	6.1	I	0.9	I	0.0	I	0.0	I	
Atherton	601	I		0	I	0	I	0	I	0	I	0	I	1	I	1	I	0	I	0	I	2
		I		0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	50.0	I	50.0	I	0.0	I	0.0	I	0.4
		I		0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.5	I	1.0	I	0.0	I	0.0	I	
		I		0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.2	I	0.0	I	0.0	I	
Belmont	602	I		0	I	0	I	0	I	0	I	0	I	3	I	0	I	0	I	0	I	3
		I		0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.6
		I		0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	4.4	I	0.0	I	0.0	I	0.0	I	
		I		0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.6	I	0.0	I	0.0	I	0.0	I	
COLUMN TOTAL			76 14.1		74 13.8		38 7.1		19 3.5		98 18.2		68 12.6		96 17.8		20 3.7		49 9.1		538 100.0	

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 18 OF 29

		COUNTY																	ROW TOTAL
		COUNT ROW PCT COL PCT TAB PCT	IALAMEDA I 1	CONTRA OSTA I 2	C I 3	MARIN I 4	NAPA I 5	SAN FRAN CISCO I 6	SAN O I 7	MATE I 8	SANTA CL ARA I 9	SOLANO I 10	SONOMA I 11						
COCITY																			
Burlingame	604	I	0	I	0	I	0	I	0	I	5	I	0	I	0	I	0	I	5
		I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.9
		I	0.0	I	0.0	I	0.0	I	0.0	I	7.4	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.9	I	0.0	I	0.0	I	0.0	I	
Daly City	606	I	0	I	0	I	0	I	2	I	1	I	0	I	0	I	0	I	3
		I	0.0	I	0.0	I	0.0	I	66.7	I	33.3	I	0.0	I	0.0	I	0.0	I	0.6
		I	0.0	I	0.0	I	0.0	I	2.0	I	1.5	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.4	I	0.2	I	0.0	I	0.0	I	0.0	I	
East Palo Alto	608	I	0	I	0	I	0	I	0	I	8	I	2	I	0	I	0	I	10
		I	0.0	I	0.0	I	0.0	I	0.0	I	80.0	I	20.0	I	0.0	I	0.0	I	1.9
		I	0.0	I	0.0	I	0.0	I	0.0	I	11.8	I	2.1	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	1.5	I	0.4	I	0.0	I	0.0	I	
Foster City	610	I	0	I	0	I	0	I	0	I	3	I	0	I	0	I	0	I	3
		I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.6
		I	0.0	I	0.0	I	0.0	I	0.0	I	4.4	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.6	I	0.0	I	0.0	I	0.0	I	
Hillsborough	612	I	0	I	0	I	0	I	0	I	1	I	0	I	0	I	0	I	1
		I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.2
		I	0.0	I	0.0	I	0.0	I	0.0	I	1.5	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	
Menlo Park	618	I	0	I	0	I	0	I	0	I	8	I	5	I	0	I	0	I	13
		I	0.0	I	0.0	I	0.0	I	0.0	I	61.5	I	38.5	I	0.0	I	0.0	I	2.4
		I	0.0	I	0.0	I	0.0	I	0.0	I	11.8	I	5.2	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	1.5	I	0.9	I	0.0	I	0.0	I	
COLUMN TOTAL			76		74		38		19		98		68		96		20		538
			14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

***** PAGE 19 OF 29

Table 3-9 (continued)

(CONTINUED)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** C R O S S T A B U L A T I O N *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 20 OF 29

COCITY	COUNTY																		ROW TOTAL
	COUNT ROW PCT COL PCT TAB PCT	IALAMEDA I 1	CONTRA OSTA 2	C MARIN I 3	NAPA I 4	SAN FRAN CISCO I 5	SAN MATE O I 6	SANTA CL ARA I 7	SOLANO I 8	SONOMA I 9									
	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		
	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		
So San Francisco	634	I	0	I	0	I	0	I	1	I	1	I	0	I	0	I	0	I	2
		I	0.0	I	0.0	I	0.0	I	50.0	I	50.0	I	0.0	I	0.0	I	0.0	I	0.4
		I	0.0	I	0.0	I	0.0	I	1.0	I	1.5	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.2	I	0.2	I	0.0	I	0.0	I	0.0	I	
Woodside	635	I	0	I	0	I	0	I	0	I	1	I	0	I	0	I	0	I	1
		I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.2
		I	0.0	I	0.0	I	0.0	I	0.0	I	1.5	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.0	I	
North County	636	I	0	I	0	I	0	I	0	I	2	I	0	I	0	I	0	I	2
		I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.4
		I	0.0	I	0.0	I	0.0	I	0.0	I	2.9	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	
South County	637	I	0	I	0	I	0	I	0	I	3	I	1	I	0	I	0	I	4
		I	0.0	I	0.0	I	0.0	I	0.0	I	75.0	I	25.0	I	0.0	I	0.0	I	0.7
		I	0.0	I	0.0	I	0.0	I	0.0	I	4.4	I	1.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.6	I	0.2	I	0.0	I	0.0	I	
Central County	639	I	0	I	0	I	0	I	0	I	2	I	0	I	0	I	0	I	2
		I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.0	I	0.4
		I	0.0	I	0.0	I	0.0	I	0.0	I	2.9	I	0.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.4	I	0.0	I	0.0	I	0.0	I	
Santa Clara Co.	700	I	0	I	0	I	0	I	1	I	3	I	32	I	0	I	0	I	36
		I	0.0	I	0.0	I	0.0	I	2.8	I	8.3	I	88.9	I	0.0	I	0.0	I	6.7
		I	0.0	I	0.0	I	0.0	I	1.0	I	4.4	I	33.3	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.2	I	0.6	I	5.9	I	0.0	I	0.0	I	
COLUMN TOTAL		76	74	38	19	98	68	96	20	49								538	
		14.1	13.8	7.1	3.5	18.2	12.6	17.8	3.7	9.1								100.0	

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 21 OF 29

		COUNTY																		ROW TOTAL	
		COUNT ROW PCT COL PCT TAB PCT	IALAMEDA I 1	CONTRA OSTA 2	C MARIN I 3	NAPA I 4	SAN FRAN CISCO 5	SAN MATE O 6	SANTA CL ARA 7	SOLANO I 8	SONOMA I 9										
COCITY			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		
			I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		
Burbank	709	I	0	I	0	I	0	I	0	I	0	I	0	I	1	I	0	I	0	I	1
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.2
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	
Cambrian Park	710	I	0	I	0	I	0	I	0	I	0	I	0	I	2	I	0	I	0	I	2
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.4
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	2.1	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4	I	0.0	I	0.0	I	
Campbell	711	I	0	I	0	I	0	I	0	I	0	I	0	I	6	I	0	I	0	I	6
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	1.1
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	6.3	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.1	I	0.0	I	0.0	I	
Cupertino	714	I	0	I	0	I	0	I	0	I	0	I	0	I	3	I	0	I	0	I	3
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.6
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	3.1	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.6	I	0.0	I	0.0	I	
Evergreen	716	I	0	I	0	I	0	I	0	I	0	I	0	I	1	I	0	I	0	I	1
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.2
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	
Gilroy	717	I	0	I	0	I	0	I	0	I	0	I	0	I	4	I	0	I	0	I	4
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.7
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	4.2	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.7	I	0.0	I	0.0	I	
COLUMN TOTAL			76		74		38		19		98		68		96		20		49		538
			14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1		100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 22 OF 29

COCITY	COUNT ROW PCT COL PCT TAB PCT	COUNTY														ROW TOTAL					
		IALAMEDA		CONTRA C		MARIN		NAPA		SAN FRAN CISCO		SAN MATEO		SANTA CLARA			SOLANO		SONOMA		
		1	2	3	4	5	6	7	8	9	10	11	12	13	14		15	16	17	18	
		I	I	I	I	I	I	I	I	I	I	I	I	I	I		I	I	I	I	I
Los Altos	720	I	0	I	0	I	0	I	0	I	0	I	0	I	8	I	0	I	0	I	8
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	1.5
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	8.3	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.5	I	0.0	I	0.0	I	
Los Altos Hills	721	I	0	I	0	I	0	I	0	I	0	I	0	I	4	I	0	I	0	I	4
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.7
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	4.2	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.7	I	0.0	I	0.0	I	
Los Gatos	722	I	0	I	0	I	0	I	0	I	0	I	0	I	4	I	0	I	0	I	4
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.7
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	4.2	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.7	I	0.0	I	0.0	I	
Milpitas	724	I	0	I	0	I	0	I	0	I	0	I	0	I	1	I	0	I	0	I	1
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.2
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	
Morgan Hill	727	I	0	I	0	I	0	I	0	I	0	I	0	I	4	I	0	I	0	I	4
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.7
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	4.2	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.7	I	0.0	I	0.0	I	
Mt. Pleasant	729	I	0	I	0	I	0	I	0	I	0	I	0	I	1	I	0	I	0	I	1
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.2
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	
	COLUMN TOTAL	76	74	38	19	98	68	96	20	49	538	14.1	13.8	7.1	3.5	18.2	12.6	17.8	3.7	9.1	100.0

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 24 OF 29

COCITY	COUNTY																			ROW TOTAL
	COUNT	IALAMEDA	CONTRA	C MARIN	NAPA	SAN FRAN	SAN MATE	SANTA CL	SOLANO	SONOMA										
	ROW PCT	I	OSTA	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		
	COL PCT	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I		
	TAB PCT	I	1	2	3	4	5	6	7	8	9									
Stanford	742	I	0	I	0	I	0	I	0	I	0	I	5	I	0	I	0	I	5	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.9	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	5.2	I	0.0	I	0.0	I		
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.9	I	0.0	I	0.0	I		
Sveadal	743	I	0	I	0	I	0	I	0	I	0	I	5	I	0	I	0	I	5	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.9	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	5.2	I	0.0	I	0.0	I		
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.9	I	0.0	I	0.0	I		
Willow Glen	746	I	0	I	0	I	0	I	0	I	0	I	1	I	0	I	0	I	1	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.2	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I		
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I		
North County	747	I	0	I	0	I	0	I	0	I	0	I	3	I	0	I	0	I	3	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.6	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	3.1	I	0.0	I	0.0	I		
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.6	I	0.0	I	0.0	I		
Central County	748	I	0	I	0	I	0	I	0	I	0	I	1	I	0	I	0	I	1	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.2	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.0	I	0.0	I	0.0	I		
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I		
South County	749	I	0	I	0	I	0	I	0	I	0	I	4	I	0	I	0	I	4	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.0	I	0.7	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	4.2	I	0.0	I	0.0	I		
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.7	I	0.0	I	0.0	I		
COLUMN TOTAL		76		74		33		19		98		68		96		20		49		538
TOTAL		14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1		100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

* * * * * PAGE 25 OF 29

Table 3-9 (continued)

(CONTINUED)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 26 OF 29

COCITY	COUNT ROW, PCT COL PCT TAB PCT	COUNTY																		ROW TOTAL
		IALAMEDA		CONTRA C		MARIN		NAPA		SAN FRAN		SAN MATE		SANTA CL		SOLANO		SONOMA		
		OSTA																		
		1	I	2	I	3	I	4	I	5	I	6	I	7	I	8	I	9	I	
Rio Vista	812	I	0	I	0	I	0	I	0	I	0	I	0	I	1	I	0	I		
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.2	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	5.0	I	0.0	I		
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I		
Suisun City	814	I	0	I	0	I	0	I	0	I	0	I	0	I	1	I	0	I	1	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.2	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	5.0	I	0.0	I		
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I		
Vacaville	816	I	0	I	0	I	0	I	0	I	0	I	0	I	2	I	0	I	2	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.0	I	0.4	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	10.0	I	0.0	I		
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4	I	0.0	I		
Vallejo	817	I	0	I	0	I	0	I	1	I	0	I	0	I	4	I	0	I	5	
		I	0.0	I	0.0	I	0.0	I	20.0	I	0.0	I	0.0	I	80.0	I	0.0	I	0.9	
		I	0.0	I	0.0	I	0.0	I	5.3	I	0.0	I	0.0	I	20.0	I	0.0	I		
		I	0.0	I	0.0	I	0.0	I	0.2	I	0.0	I	0.0	I	0.7	I	0.0	I		
Sonoma County	900	I	0	I	0	I	0	I	1	I	2	I	1	I	0	I	2	I	31	
		I	0.0	I	0.0	I	0.0	I	3.2	I	6.5	I	3.2	I	0.0	I	6.5	I	5.8	
		I	0.0	I	0.0	I	0.0	I	5.3	I	2.0	I	1.5	I	0.0	I	10.0	I		
		I	0.0	I	0.0	I	0.0	I	0.2	I	0.4	I	0.2	I	0.0	I	0.4	I		
Cloverdale	916	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	1	I	1	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.2	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	2.0	I		
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I		
COLUMN TOTAL			76		74		38		19		98		68		96		20		538	
			14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		100.0	

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 27 OF 29

COCITY	COUNTY																			ROW TOTAL
	COUNT	IALAMEDA	CONTRA C	MARIN	NAPA	SAN FRAN	SAN MATE	SANTA CL	SOLANO	SONOMA										
	ROW PCT	I	OSTA	I	I	CISCO	O	ARA	I	I										
	COL PCT	I																		
	TAB PCT	I	1	I	2	I	3	I	4	I	5	I	6	I	7	I	8	I	9	
Cotati	917	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	2	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	4.1	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4	I
Eldridge	920	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	1	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	2.0	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I
Graton	931	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	1	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	2.0	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I
Healdsburg	936	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	4	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	8.2	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.7	I
Penngrove	951	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	2	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	4.1	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4	I
Petaluma	952	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	6	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	12.2	I
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	1.1	I
COLUMN TOTAL			76		74		38		19		98		68		96		20		49	
			14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1	
																			538	
																			100.0	

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 28 OF 29

COCITY	COUNTY																			ROW TOTAL
	COUNT	IALAMEDA			CONTRA C MARIN			NAPA		SAN FRAN CISCO		SAN MATEO		SANTA CLARA		SOLANO		SONOMA		
	ROW PCT	I			I			I		I		I		I		I		I		
	COL PCT	I			I			I		I		I		I		I		I		
	TAB PCT	I	1	I	2	I	3	I	4	I	5	I	6	I	7	I	8	I	9	
Rohnert Park	957	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	4	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	8.2	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.7	
Santa Rosa	959	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	14	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	28.6	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	2.6	
Sebastopol	962	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	5	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	10.2	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.9	
Stewarts Point	965	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	3	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	6.1	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.6	
East Windsor	974	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	1	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	2.0	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	
West Windsor	975	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	1	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	2.0	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	
COLUMN TOTAL			76		74		38		19		98		68		96		20		49	538
			14.1		13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1	100.0

PERCENTS AND TOTALS BASED ON RESPONDENTS

(CONTINUED)

Table 3-9 (continued)

FILE SURVEYL2 (CREATION DATE = 11/27/80)

***** CROSSTABULATION *****

COCITY (GROUP) GEOGRAPHIC AREAS SERVED

BY COUNTY

***** PAGE 29 OF 29

		COUNTY																		ROW TOTAL			
		COUNT	IALAMEDA		CONTRA C		MARIN		NAPA		SAN FRAN		SAN MATE		SANTA CL		SOLANO		SONOMA				
		ROW PCT	I		I		I		I		I		I		I		I		I			I	
		COL PCT	I		I		I		I		I		I		I		I		I			I	
		TAB PCT	I	1	I	2	I	3	I	4	I	5	I	6	I	7	I	8	I		9	I	
COCITY	North County	977	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	1	I	1	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.2
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	2.0	I	
		I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I	
Sonoma Valley	979	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	2	I	2		
	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.4	
	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	4.1	I		
	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.4	I		
Central County	980	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	0	I	1	I	1		
	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	100.0	I	0.2	
	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	2.0	I		
	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.0	I	0.2	I		
COLUMN		76	74		38		19		98		68		96		20		49		538				
TOTAL		14.1	13.8		7.1		3.5		18.2		12.6		17.8		3.7		9.1		100.0				

PERCENTS AND TOTALS BASED ON RESPONDENTS

538 VALID CASES

3 MISSING CASES

Table 3-9 (continued)

3.4 TRANSPORTATION MODES AND VEHICLE COUNTS

3.4.1 Methods Used to Provide Transportation

Table 3-10 shows that agencies in the Bay Area counties provide for client transportation using a variety of methods. One-half of the agencies (51%) own and operate their own vehicles, just under one-half (48%) use staff members or volunteers who drive their own cars, and 28% purchase or contract for service with another agency or organization.

Computations were also made to determine the number of unduplicated agencies that are operating vehicles. These results are given below and show that almost two-thirds (65%) of the agencies are operating vehicles—apart from those owned by staff or volunteers—to provide for their clients' trip needs.

<u>Unduplicated Count</u>		<u>Methods Used</u>
<u>n</u>	<u>%</u>	
307	57	Operate vehicles they own or lease
69	13	Operate vehicles owned by another agency or owned jointly with another agency
349	65	Combination of above: own, lease, use other agency vehicle, have joint ownership

Further computations show that slightly over one-third of the agencies (35%) are engaged in approaches other than operating agency-owned vehicles.

<u>Unduplicated Count</u>		<u>Methods Used</u>
<u>n</u>	<u>%</u>	
57	11	<u>Only</u> purchase or contract for service
59	11	<u>Only</u> use staff and volunteers driving their own cars
25	5	<u>Only</u> reimburse clients, purchase bus passes, etc.
187	35	Some combination of above: purchase service, use staff or volunteers, reimburse clients or purchase bus passes

Table 3-10
METHODS USED TO PROVIDE TRANSPORTATION
(All Agencies)

	Alameda		Contra Costa		Marin		Napa		San Francisco		San Mateo		Santa Clara		Solano		Sonoma		Region	
Number of Agencies	77		75		38		19		98		69		96		20		49		541	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
METHOD:																				
Own & operate vehicles	40	52	37	49	21	55	12	63	50	51	25	36	55	57	8	40	28	57	276	51
Use another agency's vehicle	10	13	5	7	3	8	2	11	11	11	10	15	13	14	1	5	6	12	61	11
Joint ownership of vehicles	1	1	1	1	0	0	0	0	3	3	1	1	1	1	0	0	2	4	9	2
Lease vehicles	7	9	6	8	9	24	0	0	12	12	11	16	16	17	1	5	8	16	70	13
Contract for service	29	38	26	35	4	11	3	16	32	33	13	19	33	34	9	45	3	6	152	28
Taxi	16*		5		3		3		10		3		15		3		0		58	
Charter bus	10		5		0		0		11		7		4		1		3		41	
Nonprofit provider	8		4		1		1		13		0		18		6		0		51	
Other	9		16		1		1		9		5		9		0		0		50	
Staff or volunteers drive own vehicles	41	53	26	35	20	53	8	42	47	48	35	51	47	49	7	35	28	57	259	48
Reimburse clients for taxi, bus, etc.	5	7	9	12	1	3	2	11	12	12	7	10	4	4	1	5	1	2	42	8
Provide bus passes	4	5	3	4	0	0	0	0	9	9	1	1	2	2	0	0	0	0	19	4
Other	5	7	1	1	1	3	0	0	4	4	3	4	4	4	1	5	2	4	20	4

* These numbers do not total 29 as agencies often contracted for service with more than one type of provider.

3.4.2 Vehicle Counts, Seat Capacity, and Mileage

Vehicles operated by Bay Area agencies are presented in Table 3-11A and 3-12A, a total of 1491 vehicles. Of these, 1304 are owned or leased by separate agencies; another 187 vehicles are owned or operated jointly by two or more agencies. The total seat capacity of all vehicles is 13,897. About 11% of the vehicles are equipped with a lift or ramp.

No mileage figures were reported for a portion of the 1491 vehicles counted in the above tables. However, for all vehicles counted in Table 3-11B and 3-12B (agencies judged to have more accurate data) mileage figures are included for all vehicles counted, and show that these vehicles (1115) each travel an average of 853 miles per month.

Table 3-11A
NUMBER AND TYPE OF VEHICLES OWNED OR LEASED
(All Agencies)

	Alameda	Contra Costa	Marin	Napa	San Fran- cisco	San Mateo	Santa Clara	Solano	Sonoma	Region
Number of Agencies	42	37	25	12	56	34	61	8	32	307
Number of vehicles:										
Cars*	35	70	70	21	100	34	180	7	38	555
Vans	98	69	96	24	87	29	116	19	63	601
Buses	3	16	3	4	5	24	34	31	8	128
Other	<u>1</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>3</u>	<u>1</u>	<u>7</u>	<u>0</u>	<u>4</u>	<u>20</u>
Total:	137	156	171	50	195	88	337	57	113	1304
Average vehicles per agency	3.3	4.2	6.8	4.2	3.5	2.0	5.5	7.1	3.5	4.2
Vehicles equipped with lift or ramp	21	17	6	5	16	17	14	20	18	134
Total number of passenger seats	1474	1528	1366	485	1796	972	3554	218	1087	12,480
Total reported monthly mileage	126,774	121,067	58,242	64,600	123,542	77,936	164,862	87,239	304,584	1,128,846

*Includes station wagons.

Table 3-11B

NUMBER AND TYPE OF VEHICLES OWNED OR LEASED *
(Agencies with Confidence Rating 1 & 2)

	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Region
Number of Agencies	30	29	21	11	38	25	44	7	28	233
Number of vehicles:										
Cars**	22	16	66	21	49	25	168	5	37	409
Vans	80	61	75	20	62	22	82	19	61	482
Buses	2	15	3	4	3	24	28	31	6	116
Other	<u>1</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>3</u>	<u>0</u>	<u>4</u>	<u>11</u>
Total:	105	93	145	46	114	71	281	55	108	1018
Average vehicles per agency	3.5	3.2	6.9	4.2	3.0	2.8	6.4	7.9	3.9	4.4
Vehicles equipped with lift or ramp	21	16	2	4	13	15	10	20	16	117
Total number of passenger seats	1240	1162	1098	457	1186	864	2954	206	976	10,143
Total reported monthly mileage	121,556	106,157	32,774	64,600	109,637	70,468	141,864	87,039	114,181	848,276

*See Section 2.4.2 for confidence rating discussion.

**Includes station wagons.

Table 3-12A
NUMBER AND TYPE OF VEHICLES OWNED OR OPEATED JOINTLY*
(All Agencies)

	Alameda	Contra Costa	Marin	Napa	San Fran- cisco	San Mateo	Santa Clara	Solano	Sonoma	Region
Number of Agencies	11	6	3	2	14	11	14	1	7	69
Number of vehicles:										
Cars**	39	2	1	3	22	10	11	2	3	93
Vans	10	4	2	1	34	8	12	0	2	73
Buses	0	0	0	0	4	0	14	0	0	18
Other	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>3</u>
Total:	49	7	3	4	62	18	37	2	5	187
Average vehicles per agency	4.5	1.2	1.0	2.0	4.4	1.6	2.6	2	0.7	2.7
Vehicles equipped with lift or ramp	12	1	0	1	16	2	2	0	2	36
Total number of passenger seats	437	60	32	27	502	153	247	10	41	1509
Total reported monthly mileage	18,554	4649	1320	2900	72,198	25,367	7130	110	14,379	146,607

*Vehicles listed by more than one agency in the survey were not double-counted.

**Includes station wagons.

Table 3-12B

NUMBER AND TYPE OF VEHICLES OWNED OR OPERATED JOINTLY*
(Agencies with Confidence Rating 1&2)**

	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Region
Number of Agencies	5	5	3	1	7	7	3	1	3	35
Number of vehicles:										
Cars***	9	2	1	0	21	1	2	2	1	39
Vans	6	3	2	1	26	6	5	0	2	51
Buses	0	0	0	0	4	0	0	0	0	4
Other	0	1	0	0	2	0	0	0	0	3
Total:	15	6	3	1	53	7	7	2	3	97
Average vehicles per agency	3.0	1.2	1.0	1.0	7.8	1.0	2.3	2.0	1.0	2.8
Vehicles equipped with lift or ramp	6	1	0	1	14	2	2	0	2	28
Total number of passenger seats	162	54	32	12	403	76	38	10	27	814
Total reported monthly mileage	105,715	4,499	1,320	2,400	70,205	6,019	3,800	110	3,900	102,828

*Vehicles listed by more than one agency in the survey were not double-counted.

**See Section 2.4.2 for confidence rating discussion.

***Includes station wagons.

3.5 PASSENGER AND TRIP COUNTS

3.5.1 Eligibility Requirements

Only 74 of the agencies surveyed (14%) said that they did not limit their transportation provision to specific types of clients. The remainder (86%) have a variety of requirements, shown in Table 3-13. The requirements indicated most frequently pertain to age (the elderly, children and youth) and physical or mental handicap. Many agencies have several requirements; e.g., an agency may serve physically handicapped, low-income adults over age 60. Such an agency would be counted in the three categories mentioned; thus category totals exceed the number of agencies responding to the question.

Table 3-13
ELIGIBILITY REQUIREMENTS FOR RECEIVING TRANSPORTATION

	Alameda		Contra Costa		Marin		Napa		San Francisco		San Mateo		Santa Clara		Solano		Sonoma		Region	
No. of Agencies	70		72		28		13		79		58		84		12		40		456	
REQUIREMENT:	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>	<u>n</u>	<u>%</u>
Elderly**	21	30	23	32	7	25	4	31	11	14	17	29	24	29	5	42	8	20	120	26
Physical handicap	18	26	14	19	4	14	4	31	13	17	14	24	22	26	7	58	6	15	102	22
Mental handicap	11	16	7	10	5	18	4	31	14	18	6	10	17	20	2	17	7	18	73	16
Children, youth	12	17	17	24	3	11	3	23	16	20	12	21	17	20	1	8	8	20	89	20
Low income	5	7	14	19	3	11	3	23	10	13	8	14	10	12	3	25	7	18	63	14
Cannot use transit	13	19	3	4	1	4	0	0	7	9	6	10	16	19	0	0	1	3	47	10
Live in certain area	10	14	4	6	0	0	0	0	2	3	0	0	5	6	0	0	0	0	21	5
Need life-sustaining services	7	10	4	6	4	14	0	0	4	5	1	2	8	10	0	0	2	5	30	7
Alcohol, drug abusers	1	2	5	7	2	7	0	0	3	4	1	2	5	6	0	0	4	10	21	5
Other*	26	37	23	32	11	39	3	23	35	44	25	43	18	21	2	17	16	40	159	35

*Other requirements most often relate to agency's function; e.g. the client must be an ex-offender, a victim of sexual assault, an inmate, terminally ill, a battered woman or child, etc.

**Read this row as follows: 21 Alameda agencies limit service to elderly clients; this is 30% of all Alameda agencies responding to this question.

3.5.2 Number of Passengers Served by Type

Agencies were asked to give counts of unduplicated passengers served annually by certain specified categories. If, for example, an agency served a mentally retarded child who could be counted in either the 'children' or 'mentally handicapped' category, the agency was asked to count this client "in the category that is your primary qualifier for service." All wheelchair persons were to be counted in the 'wheelchair' category regardless of age or handicap; i.e., an elderly wheelchaired client would be counted as a wheelchair passenger rather than as an elderly passenger.

Table 3-14A shows that one-fourth of the passengers served were low-income persons (25%), followed by the elderly (19%), physically disabled persons (wheelchair persons and other disabilities) (19%), and children and youth (17%). The low-income category is high because many agencies chose to count clients in this category—e.g., ex-offenders, minorities who are also low-income persons—rather than to count them in the 'other' category.

The total number of passengers served—405,577—is 8% of the Bay Area nine-county population of 5,069,600. This percent is understated, however, as 65 (12%) of the agencies surveyed were unable to provide statistics on the number of passengers served.

Table 3-14A
 NUMBER OF UNDUPLICATED PASSENGERS SERVED ANNUALLY BY TYPE
 (All Agencies)

	Elderly	Child- ren or Youth	Wheel- chair Persons	Persons w/Other Disa- bilities	Mentally Handi- capped	Low Income	Other ¹ Speci- fied	Other ² Unspeci- fied	Total
<u>ALAMEDA</u>									
# agencies rpt.	25	26	14	20	13	7	10	2	<u>3</u>
# passengers	14,075	8,910	2,400	3,231	6,194	6,774	3,045	10,400	55,029
% total pssgrs.	26	16	4	6	11	12	6	19	
<u>CONTRA COSTA</u>									
# agencies rpt.	22	24	8	12	8	9	9	2	
# passengers	8,747	2,204	77	774	933	9,233	4,525	3,024	29,517
% total pasgrs.	30	7	0.3	3	3	31	15	10	
<u>MARIN</u>									
# agencies rpt.	8	11	6	8	11	2	5	2	
# passengers	889	2,399	70	346	602	1,242	1,907	882	8,337
% total pssgrs.	11	29	1	4	7	15	23	11	
<u>NAPA</u>									
# agencies rpt.	6	6	1	4	4	1	0	1	
# passengers	807	638	5	85	253	43	0	1,800	3,631
% total pssgrs.	22	18	0.1	2	7	1	0	50	
<u>SAN FRANCISCO</u>									
# agencies rpt.	32	36	21	21	19	19	11	1	
# passengers	31,515	31,342	5,084	29,706	2,887	39,172	2,254	195	142,155
% total pssgrs.	22	22	4	21	2	28	2	0.1	
<u>SAN MATEO</u>									
# agencies rpt.	26	25	14	17	8	13	6	5	
# passengers	7,464	5,898	557	810	212	14,550	572	20,800	50,863
% total pssgrs.	15	12	1	2	0.4	29	1	41	
<u>SANTA CLARA</u>									
# agencies rpt.	24	29	24	25	23	13	7	2	
# passengers	7,799	14,716	3,960	26,905	8,692	27,014	4,358	1,997	95,441
% total pssgrs.	8	15	4	28	9	28	5	2	
<u>SOLANO</u>									
# agencies rpt.	5	5	4	3	4	2	2	0	
# passengers	1,126	722	52	441	887	610	164	0	4,002
% total pssgrs.	28	18	1	11	22	15	4	0	
<u>SONOMA</u>									
# agencies rpt.	13	15	6	10	8	6	8	5	
# passengers	5,433	2,726	820	1,101	505	1,010	2,798	2,209	16,602
% total pssgrs.	33	16	5	7	3	6	17	13	
<u>REGION</u>									
# agencies rpt.	161	177	98	120	98	72	58	20	
# passengers	77,855	69,555	13,025	63,399	21,165	99,648	19,623	41,307	405,577
% total pssgrs.	19	17	3	16	5	25	5	10	

¹ A specific group such as women, ex-offenders, parents, etc. not fitting in listed categories.

² Passengers were counted in this column when agencies reported total number of passengers served but were unable to break them down by category.

³ Number of agencies are not reported in this column because sum of agencies reported by category would involve double-counting.

Table 3-14B

NUMBER OF UNDUPLICATED PASSENGERS SERVED ANNUALLY BY TYPE
(Agencies With Confidence Rating 1 and 2)

	Elderly	Child- ren or Youth	Wheel- chair Persons	Persons w/Other Disa- bilities	Mentally Handi- capped	Low Income	Other ¹ Speci- fied	Other ² Unspeci- fied	Total
<u>ALAMEDA</u>									<u>3</u>
# agencies rpt.	25	24	14	19	12	6	6	1	
# passengers	14,075	8,295	2,400	3,131	2,977	2,574	2,530	8,400	44,382
% total pssgrs.	32	19	5	7	7	6	6	19	
<u>CONTRA COSTA</u>									
# agencies rpt.	14	17	6	6	6	4	5	1	
# passengers	5,232	1,817	58	381	711	7,628	922	1,400	18,149
% total pssgrs.	29	10	0.3	2	4	42	5	8	
<u>MARIN</u>									
# agencies rpt.	8	11	6	8	11	2	2	1	
# passengers	889	2,399	70	346	602	1242	1767	450	7,765
% total pssgrs.	11	31	1	5	8	16	23	6	
<u>NAPA</u>									
# agencies rpt.	5	6	1	4	4	1	0	0	
# passengers	657	638	5	85	253	43	0	0	1,681
% total pssgrs.	39	38	0.3	5	15	3	0	0	
<u>SAN FRANCISCO</u>									
# agencies rpt.	30	33	19	19	18	18	10	1	
# passengers	30,732	30,458	5,043	29,604	2,854	38,677	2,054	195	139,617
% total pssgrs.	22	22	4	21	2	28	2	0.1	
<u>SAN MATEO</u>									
# agencies rpt.	25	21	14	16	8	10	5	3	
# passengers	7,439	5,617	557	790	212	14,290	552	20,538	49,995
% total pssgrs.	15	11	1	2	0.4	29	1	41	
<u>SANTA CLARA</u>									
# agencies rpt.	19	27	20	21	18	13	7	0	
# passengers	4,360	14,471	3,163	7,770	2,096	27,014	4,358	0	63,232
% total pssgrs.	7	23	5	12	3	43	7	0	
<u>SOLANO</u>									
# agencies rpt.	5	5	3	2	3	1	2	0	
# passengers	1,126	722	27	216	637	360	164	0	3,252
% total pssgrs.	35	22	1	7	20	11	5	0	
<u>SONOMA</u>									
# agencies rpt.	11	15	5	9	8	5	6	3	
# passengers	4,733	2,726	819	1,001	505	974	2,210	1,859	14,827
% total pssgrs.	32	18	6	7	3	7	15	13	
<u>REGION</u>									
# agencies rpt.	142	159	88	104	88	60	45	10	
# passengers	69,243	67,143	12,142	43,324	10,847	92,802	14,557	32,842	342,900
% total pssgrs.	20	20	4	13	3	27	4	10	

¹ A specific group such as women, ex-offenders, parents, etc. not fitting in listed categories.

² Passengers were counted in this column when agencies reported total number of passengers served but were unable to break them down by category.

³ Number of agencies are not reported in this column because sum of agencies reported by category would involve double-counting.

3.5.3 Number of Trips Provided

Many agencies (89 or 16%) were unable to provide figures on the number of one-way trips that they provide annually to clients. Table 3-15 shows the number of trips provided for all agencies answering this question and, secondly, for those agencies judged to have a confidence rating of 1 or 2. A total of 6,814,600 trips were reported, an average of 17 one-way trips per passenger per year.

Table 3-15
NUMBER OF ONE-WAY TRIPS* PROVIDED ANNUALLY

County	All Agencies		Confidence Rating 1 and 2 Agencies**				
	Number of Agencies Reporting	Total Reported Trips (000's)	Number of Agencies	Number of Trips (000's)	Number of Persons Served	Average Trips Per Passenger Per Year	Average Trips Per Agency Per Year
ALAMEDA	58	937.6	45	765.2	29061	26.3	17,006
CONTRA COSTA	70	1190.5	35	686.6	15607	44.0	19,616
MARIN	34	237.3	32	223.8	6850	32.7	6,993
NAPA	17	345.3	11	112.8	1561	72.3	10,256
SAN FRANCISCO	73	1181.7	60	983.4	93769	10.5	16,391
SAN MATEO	59	507.3	46	450.6	34523	13.1	9,796
SANTA CLARA	82	1407.4	65	846.1	90565	9.3	13,018
SOLANO	19	409.2	10	268.4	3252	82.5	26,838
SONOMA	40	598.2	28	446.9	6164	72.5	15,960
REGION	452	6814.6	332	4783.9	281352***	17.0	14,409

*Any time a client boards a vehicle is counted as one (1) one-way trip.

**See Section 2.4.2 for confidence rating discussion. Only agencies that receive a confidence rating of 1 or 2 for both categories shown here-number of trips and number of separate persons served-were used in these computations.

***The figure in this table for number of passengers served does not match the one in Table 3-14B which also counts agencies with a confidence rating of 1 and 2. The reason for this is that the number of agencies eliminated from consideration in Table 3-14B is not identical to the agencies eliminated in this table as different confidence-level ratings may be applied to different questions. Also, note comment above (**).

3.6 DRIVERS

The agencies surveyed reported a total of 7,306 drivers used to provide for client trips, as shown in Table 3-16. Of these, almost 9% are paid drivers, i.e., a person employed specifically to drive clients; 32% are staff members who drive clients in addition to performing other duties; and 59% are volunteer drivers. Few of these persons, only 6%, work as full-time drivers.

The average wage of paratransit drivers is \$4.52/hour; including benefits this wage increases to \$5.25 (see Table 3-17).

Table 3-18 shows the various conditions agencies require of their drivers. Forty-two percent of the agencies (161) require a Class 2 license (allows person to drive buses or a single vehicle with three or more axles), 38% (143) require inservice training, and 33% (126) require first-aid training.

Table 3-16
DRIVER COUNTS BY CATEGORIES

County	# Agencies Using Drivers	Total Drivers	Average Drivers/Agency	Time Status		Labor Status		
				Full Time	Part Time	Paid	Staff	Volunteer
Alameda	60	688	11.5	62	626	95	358	235
Contra Costa	51	640	12.5	36	604	74	225	341
Marin	35	736	21.0	58	678	34	159	543
Napa	15	133	8.9	22	111	22	29	82
San Francisco	70	1339	19.1	109	1230	163	406	770
San Mateo	55	1492	27.1	31	1461	80	125	1287
Santa Clara	78	1432	18.4	49	1383	93	734	605
Solano	12	297	24.8	32	265	41	26	230
Sonoma	45	549	12.2	35	514	52	247	250
Region	421	7306	17.4	434	6872	654	2309	4343

Table 3-17
PAID DRIVER COSTS
(ALL AGENCIES)

COUNTY	# Agencies with Paid Drivers	Average Wage	Average Fringe Benefit*	Average Total Wage
Alameda	26	\$4.49	17.7%	\$5.28
Contra Costa	18	4.53	20.5	5.46
Marin	9	4.90	14.4	5.61
Napa	6	4.95	13.3	5.61
San Francisco	28	4.12	18.6	4.89
San Mateo	24	4.94	15.1	5.69
Santa Clara	28	4.85	13.7	5.51
Solano	5	4.11	23.0	5.06
Sonoma	15	3.84	12.0	4.30
Region	159	\$4.52	16.2%	\$5.25

*Based on dollar values reported; does not include other type benefits reported, such as medical.

Table 3-18
DRIVER REQUIREMENTS

	Alameda	Contra Costa	Marin	Napa	San Fran- cisco	San Mateo	Santa Clara	Solano	Sonoma	Region
Number of Agencies Reporting	51	46	32	15	64	51	73	9	39	380
REQUIREMENT:										
Class 2 license	18	25	8	8	25	17	36	4	20	161
In-service training	18	18	8	7	25	14	34	3	16	143
First-aid training	15	13	11	4	24	13	27	3	16	126
Annual physical	13	16	7	6	25	15	20	1	18	121
CPR training*	8	10	7	2	13	13	14	3	10	80
Class 1 license	11	3	10	2	23	11	7	1	10	78
Provide own insurance	8	2	3	2	0	7	4	2	1	29
Other	7	5	6	1	19	6	11	0	0	53

*Cardiopulmonary resuscitation training.

3.7 FUNDING SOURCES AND COSTS

3.7.1 Overall Paratransit Costs

Paratransit costs for the Bay Area (shown in Table 3-19) are slightly over \$26,000,000; the average cost per agency is \$56,710. Cost per agency varies greatly by county, with Marin County agencies spending an average of \$19,568 per agency and Santa Clara County spending an average of \$75,847 per agency. (Paratransit costs for the 47 agencies analyzed separately in Appendix C are not included in this total.)

Table 3-20 breaks down agency transportation budgets by size and as a percentage of the total annual budget. Twenty-nine percent of the agencies spend \$10,000 or less for transportation, 35% spend between \$10,000 and \$50,000, and 23% spend \$50,000 or more. Almost 60% of the agencies spend under 5% of the agency's total budget for transportation costs and 7% spend 50% or more of their total budget on transportation.

Table 3-19
OVERALL PARATRANSIT COSTS

County	#Agencies Reporting	Total Amount Reported	Average Amount Per Agency
Alameda	66	\$ 4,368,080	\$66,183
Contra Costa	68	3,664,851	53,895
Marin	36	704,462	19,568
Napa	18	1,136,621	63,146
San Fran- cisco	78	3,563,287	45,683
San Mateo	61	3,538,313	58,005
Santa Clara	84	6,371,120	75,847
Solano	20	1,023,832	51,192
Sonoma	45	1,671,365	37,141
Region	476	\$26,041,931	54,710

Table 3-20

AGENCY TRANSPORTATION BUDGETS AND AS PERCENTAGE OF ANNUAL BUDGET

Total Annual Amount Spent on Transportation	Number of Agencies by County									Region
	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	
Less than \$ 2,000	4	8	8	1	13	11	8	6	9	68
\$ 2,001 to \$ 5,000	7	11	6	2	14	12	9	1	7	69
\$ 5,001 to \$10,000	11	8	8	3	11	9	8	2	5	65
\$10,001 to \$20,000	15	14	6	3	13	8	20	1	9	89
\$20,001 to \$50,000	11	11	6	3	8	11	17	3	7	77
More than \$50,000	18	16	2	6	19	10	22	7	8	108
Agencies not reporting	11	7	2	1	20	8	12	0	4	65
Percentage of Annual Budget Spent on Transportation*										
Under 5%	34	33	26	5	47	27	52	10	21	255
5 - 9.9%	14	14	4	2	12	8	14	2	7	77
10 - 19.9%	5	5	3	4	6	9	5	0	7	44
20 - 29.9%	5	5	1	0	0	6	1	2	1	21
30 - 39.9%	0	0	0	0	0	0	2	0	0	2
40 - 49.9%	0	1	0	0	1	0	1	0	0	3
50% or more	5	8	2	2	2	3	3	3	2	30
Agencies not reporting	14	9	2	6	30	16	18	4	10	109

*Only those agencies providing figures on both budgets (total and transportation) were used in this computation.

3.7.2 Funding Sources

Agencies were asked to list their sources of funding by broad categories, such as federal, state, county, and also to describe the specific programs under which the funding was obtained, such as the Older Americans Act, Title III. However, many agencies, even when pressed to do so, were unable to give this more specific information.

Thus, an agency reporting funds as coming from the county that could offer no further detail as to origin, could in fact be reporting revenue-sharing money that is federal in origin. Similarly, funds reported as coming from the state, and which are in fact distributed by the state, could be federal in origin.

The broad categories, and the more specific categories they include, are given in a list following Table 3-21. A further problem is that the placement of a specific category is open to a difference of interpretation. For example, TDA 4.5 funds were entered in the "state" category as they are collected by the state, but because they originate at the county level and are returned to the county of origin they also could have been entered in the "county" category. Thus, the figures presented in Table 3-21 must be interpreted cautiously.

The data show a wide variation by county. Napa County, for example, reports only 14% of its funds from federal sources, whereas five other counties indicate their federal share to be in excess of 30%. The dollars received from state sources range from 8.6% (Marin) to 72.6% (Napa).

Table 3-21
FUNDING BY MAJOR SOURCE - ALL AGENCIES

	Federal	State	County	City	Private	Total
ALAMEDA:						
No. agencies rpt.	37	31	10	8	42	
\$ amount (000's)	2,159.8	2,473.5	110.5	124.1	343.9	5,211.8
% of total \$'s	41.4	47.5	2.1	2.4	6.6	
CONTRA COSTA:						
No. agencies rpt.	28	29	17	11	26	
\$ amount (000's)	747.3	1,270.9	1,215.8	45.6	488.0	3,767.6
% of total \$'s	19.8	33.7	32.3	1.2	13.0	
MARIN:						
No. agencies rpt.	19	11	22	1	24	
\$ amount (000's)	265.7	59.3	239.3	3.0	120.1	687.4
% of total \$'s	38.7	8.6	34.8	0.4	17.5	
NAPA:						
No. agencies rpt.	10	10	2	0	12	
\$ amount (000's)	163.7	823.7	48.7	0	98.9	1,135.0
% of total \$'s	14.4	72.6	4.3	0.0	8.7	
SAN FRANCISCO:						
No. agencies rpt.	37	21	22	4	50	
\$ amount (000's)	1,004.2	705.8	370.5	15.3	915.5	3,011.3
% of total \$'s	33.4	23.4	12.3	0.5	30.4	
SAN MATEO:						
No. agencies rpt.	23	14	10	5	34	
\$ amount (000's)	1,538.3	218.9	1,404.8	17.1	207.6	3,386.7
% of total \$'s	45.4	6.5	41.5	0.5	6.1	
SANTA CLARA:						
No. agencies rpt.	22	36	24	12	71	
\$ amount (000's)	1,090.0	1,647.5	1,488.7	979.6	676.2	5,882.0
% of total \$'s	18.5	28.0	25.3	16.7	11.5	
SOLANO:						
No. agencies rpt.	10	10	0	3	11	
\$ amount (000's)	278.6	496.1	0	92.4	143.9	1,011.0
% of total \$'s	27.6	49.1	0.0	9.1	14.2	
SONOMA:						
No. agencies rpt.	29	13	14	2	20	
\$ amount (000's)	603.8	802.5	178.2	6.2	70.3	1,661.0
% of total \$'s	36.4	48.3	10.7	0.4	4.2	
REGION:						
No. agencies rpt.	225	175	121	46	290	
\$ amount (000's)	\$7,851.4	\$8,498.2	\$5,056.5	\$1,283.3	\$3,064.4	\$25,753.8
% of total \$'s	30.5	33.0	19.6	5.0	11.9	

Funding Codes

FEDERAL

01 Unspecified (8)*
 02 HHS - unspecified (9)
 03 HUD - unspecified (1)
 04 DOL - unspecified (4)
 05 Social Security Administration (SSI) (5)
 06 Title XIX - Medicaid (2)
 07 Title XX (9)
 08 Older Americans Act - unspecified (4)
 09 OAA - Title III (21)
 10 OAA - Title IIIC (formerly VII) - Nutrition (4)
 11 Community Development Block Grant (CDBG) (7)
 12 Community Services Act (CSA) (8)
 13 Head Start - Title V (6)
 14 Rehabilitation Act 1973 (HEW) (6)
 15 Developmental Disabilities Act 1970 (HEW)
 16 Public Health Services Program (HEW) (1)
 17 Veterans Programs (VA) (4)
 18 Action, RSVP, Foster Grandparents, Senior Companion (6)
 19 CETA (45)
 20 UMTA Act 16(b)(2) (4)
 21 UMTA Act Sections 3,5,18 (1)
 22 Law Enforcement Assistance Administration (LEAA) (7)
 23 Medicare (1)
 25 Other - Specific program is given, not covered in 1-23 (32)
 [List of these programs submitted to MTC separately]
 49 Revenue Sharing (12)
 52 Local Area Agency on Aging (52)

STATE

30 Unspecified (13)
 31 Other - Specific program is given, not covered in 30, 32-42 (29)
 [List of these programs submitted to MTC separately]
 32 Department of Developmental Services (9)
 33 Department of Education (includes Child Development) (11)
 34 Department of Mental Health (2)
 35 Department of Vocational Rehabilitation (6)
 36 Short-Doyle (34)
 37 TDA (44)
 38 SB 120 (1)
 39 Department of Drug and Alcohol (4)
 40 Department of Health (2)
 41 Local Match-Federal Voc. Rehabilitation (6)
 42 Local Match-Federal UMTA 16(b)(2) (1)
 50 Regional Centers

CITY

43 General Fund (46)

*Number of agencies that gave this program as a source of funds.

COUNTY

- 44 Health Programs (5)
- 45 Unspecified (26)
- 46 General Fund (23)
- 47 Other - Specific program is given, not covered in 45-46 (23)
48-55, 67; [List of these programs submitted to MTC separately]
- 48 Department of Social Services (16)
- 51 Community Mental Health (5)
- 53 Economic Opportunity Council
- 54 Aid to Families with Dependent Children (AFDC) (5)
- 55 School District (11)
- 67 Alcohol Programs (7)

PRIVATE

- 56 United Way (33)
- 63 United Way and other private* source (14)
- 57 Foundations (15)
- 58 Donations (includes fund-raising events) (89)
- 59 Fares (38)
- 60 Client pays - other form than fare, usually as part of
program fee (34)
- 61 Church funds (7)
- 62 Other private (no specific designation as to type) (53)
- 64 Taxi discount (in kind services) (2)
- 70 Miscellaneous (3)

*This designation necessary as agencies often lumped together UW and other funds and could not separate the two.

3.7.3 Transportation Costs by Category

Tables 3-22A and 3-22B give a breakdown of transportation costs by specific categories. The reader should consider the following points in interpreting the figures presented.

1. The number of agencies reporting in each cost category varies widely as each agency does not incur costs in every category.
2. Overhead costs such as administrative costs, clerical support, rent, utilities, and telephone are greatly understated as most agencies do not consider their costs to be part of their transportation budget.
3. Driver costs are understated except for those agencies that employ paid drivers. When drivers are staff members who occasionally drive in addition to other duties, most often the agency does not allocate costs to the "driver" category.
4. Some agencies were unable to give a separate accounting of payroll burden and included these costs in the labor categories.
5. Vehicle costs will be understated as few agencies depreciate costs over the life of the vehicle but expense them in the year in which they are purchased. Thus most costs included in "Purchased vehicles" and "Vehicle modification" will be for cost of new vehicles purchased during the fiscal year for which the agency is reporting rather than spread out costs for all vehicles owned by the agency.

A breakdown of transportation cost by category shows that 31% goes for labor and payroll burden, 61% for materials and services, and 5% for capital costs. Specific categories that take the biggest chunk of an agency's transportation dollar are driver cost (19%) and amounts paid to purchase service (33%).

Table 3-22 A
TRANSPORTATION COSTS BY CATEGORY
(All Agencies)

91

	<u>Total Amount</u>	<u>Mean Amount</u>	<u>% of Total Costs</u>	<u>No. of Agencies Reporting Cost</u>
<u>DIRECT LABOR</u>				
Administrator(s)	\$1,113,825	\$10,710	4.3%	104
Dispatcher	558,400	14,695	2.2	38
Drivers	4,799,425	26,370	18.5	182
Driver training	54,700	3,647	0.2	15
Clerical	267,100	4,770	1.0	56
Lump Sum Labor ¹	276,100	46,017	1.1	6
			<u>27.3</u>	
<u>PAYROLL BURDEN</u>	1,022,575	7,357	3.9	139
			<u>3.9</u>	
<u>MATERIALS & SERVICES</u>				
Lease vehicles	353,625	5,125	1.4	69
Purchase service	8,037,825	74,424	31.0	108
Reimburse staff/volunteers	507,725	3,362	2.0	151
Chits, tokens given to clients	1,028,100	26,362	4.0	39
Reimburse clients for taxi, bus, etc.	1,222,050	23,962	4.7	51
Gas & oil	1,435,000	6,833	5.5	210
Maintenance	897,700	5,043	3.5	178
Lump Sum Operation ²	1,022,100	12,938	4.0	79
Insurance	710,800	3,884	2.7	183
License, fees	228,350	1,757	0.9	130
Tolls/parking	7,025	207	---	34
Rent/utilities/phones	296,450	3,706	1.1	80
Supplies	246,950	3,799	1.0	65
Audits	3,500	700	---	5
			<u>61.9</u>	
<u>CAPITAL COSTS</u>				
Purchased vehicles	871,625	14,289	3.4	61
Donated vehicles	68,475	6,225	0.3	11
Vehicle modification	275,125	25,011	1.1	11
Garage facility	51,600	12,900	0.2	4
			<u>5.0</u>	
<u>OTHER</u>				
Lump Sum Overhead ³	14,100	4,700	---	3
Agency - Other ⁴	271,400	11,308	1.0	24
Unallocated other ⁵	261,700	14,539	1.0	18
			<u>2.0</u>	
TOTAL	\$25,903,350	47,353	<u>100.0</u>	

¹Used when agency could not break down labor costs by job descriptions.

²Used when agency could give overall operating cost of vehicles (excluding labor) but not individual cost of gas, oil, maintenance, etc.

³Used when agency lumped overhead costs together, i.e., administration, rent, utilities, etc.

⁴An agency-designated category not included in above line items.

⁵When agency line-item totals were less than its total transportation budget figure, the difference was placed in this category if the agency could not provide a better breakdown and yet insisted the money had been spent.

Table 3-228
TRANSPORTATION COSTS BY CATEGORY
(Confidence Rating 1 and 2 Agencies)

92

	<u>Total Amount</u>	<u>Median Amount</u>	<u>% of Total Costs</u>	<u>No. of Agencies Reporting Cost</u>
<u>DIRECT LABOR</u>				
Administrator(s)	\$ 970,100	11,151	4.7	87
Dispatcher	497,900	14,226	2.4	35
Drivers	3,800,900	26,213	18.6	145
Driver training	53,400	4,108	0.3	13
Clerical	260,800	5,322	1.3	49
Lump Sum Labor ¹	30,600	10,200	0.1	3
			<u>27.4</u>	
<u>PAYROLL BURDEN</u>	809,125	7,160	4.0	113
			<u>4.0</u>	
<u>MATERIALS & SERVICES</u>				
Lease vehicles	266,725	4,679	1.3	57
Purchase service	6,728,525	76,461	33.0	88
Reimburse staff/volunteers	425,325	3,574	2.1	119
Chits, tokens given to clients	542,200	18,697	2.7	29
Reimburse clients for taxi, bus, etc.	751,825	19,785	3.7	38
Gas & oil	1,161,500	6,955	5.7	167
Maintenance	669,400	4,714	3.3	142
Lump Sum Operation ²	582,900	11,210	---	52
Insurance	632,900	4,083	3.1	155
License, fees	223,025	2,028	1.1	110
Tolls/parking	5,100	196	---	26
Rent/utilities/phones	274,100	3,916	1.3	70
Supplies	241,050	4,229	1.2	57
Audits	3,500	700	---	5
			<u>61.4</u>	
<u>CAPITAL COSTS</u>				
Purchased vehicles	635,425	13,238	3.1	48
Donated vehicles	66,975	6,698	0.3	10
Vehicle modification	253,125	31,641	1.2	8
Garage facility	51,400	17,133	0.3	3
			<u>4.9</u>	
<u>OTHER</u>				
Lump Sum Overhead ³	14,100	4,700	---	3
Agency - Other ⁴	264,500	11,500	1.3	23
Unallocated other ⁵	183,800	14,138	0.9	13
			<u>2.2</u>	
TOTAL	20,400,225		<u>99.9</u>	

¹Used when agency could not break down labor costs by job descriptions.

²Used when agency could give overall operating cost of vehicles (excluding labor) but not individual cost of gas, oil, maintenance, etc.

³Used when agency lumped overhead costs together, i.e., administration, rent, utilities, etc.

⁴An agency-designated category not included in above line items.

⁵When agency line-item totals were less than its total transportation budget figure, the difference was placed in this category if the agency could not provide a better breakdown and yet insisted the money had been spent.

3.8 COORDINATION POSSIBILITIES

Only a few of the 541 agencies surveyed chose to answer the questions on coordination. (Perhaps this is because these questions were on the last page of a lengthy questionnaire.) Table 3-23 shows the four coordination activities that bring together the most agencies: membership in the paratransit coordinating council (58), information dissemination (31), grouping rides (30) and sharing vehicles (27). Coordination activities in which agencies report the most interest are: emergency back-up vehicle use (104), information dissemination (102), sharing vehicles (72) and pooling insurance (71).

Table 3-23
CURRENT INVOLVEMENT OR INTEREST IN COORDINATION ACTIVITIES

County	Activity								
	Share Vehicles	Group Rides	Central Dispatch	Joint Purchases	Infor. dissemination	Emerg. Vehicle Use	Share Facility	Pool Insurance	PCC Council
ALAMEDA									
Current inv.	2	6	5	2	7	4	1	2	11
Interest	8	7	6	11	15	15	4	12	3
CONTRA COSTA									
Current inv.	4	2	3	2	5	0	5	5	7
Interest	12	5	7	5	12	13	7	7	6
MARIN									
Current inv.	5	2	2	0	1	0	0	2	6
Interest	6	6	4	7	8	11	6	11	3
NAPA									
Current inv.	0	2	1	0	2	1	0	0	3
Interest	4	2	3	2	3	4	4	4	2
SAN FRANCISCO									
Current inv.	6	5	3	1	4	4	3	1	5
Interest	13	8	6	7	19	24	9	11	5
SAN MATEO									
Current inv.	2	3	1	1	3	2	2	1	4
Interest	4	4	4	7	13	8	7	7	2
SANTA CLARA									
Current inv.	4	6	5	4	3	3	1	1	14
Interest	22	17	14	9	28	23	13	11	6
SOLANO									
Current inv.	0	0	1	0	2	1	0	0	5
Interest	0	0	1	1	0	1	0	0	0
SONOMA									
Current inv.	4	4	1	0	4	3	0	1	3
Interest	3	4	1	5	4	5	3	8	1
REGION									
Current inv.	27	30	22	10	31	18	12	13	58
Interest	72	53	46	54	102	104	53	71	28

The major perceived benefits of coordination, as shown in Table 3-24, are that it saves money for the agency and allows greater geographic coverage in serving client trip needs. The main obstacles to coordination reported by agencies, shown in Table 3-25, are accountability, bookkeeping and paperwork problems, restrictions on the use of agency funds, and unique program hours.

Table 3-24
PERCEIVED BENEFITS OF PARATRANSIT COORDINATION

	Alameda	Contra Costa	Marin	Napa	San Fran- cisco	San Mateo	Santa Clara	Solano	Sonoma	Region
BENEFITS:	<u>n*</u> <u>%**</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>	<u>n</u> <u>%</u>
Saves money	13 30	7 25	6 46	1 9	10 23	7 22	13 25	0 0	3 16	60 25
More reliable service	5 12	3 11	1 8	1 9	7 16	5 16	8 16	1 33	4 21	35 14
Allows clients more trips	8 19	6 21	2 15	5 45	6 14	5 16	9 18	0 0	4 21	45 19
Saves staff time	6 14	6 21	2 15	1 9	10 23	5 16	9 18	1 33	3 16	43 18
Greater coverage	10 23	6 21	2 15	3 27	9 21	7 22	10 20	0 0	5 26	52 21
Other	1 2	0 0	0 0	0 0	1 2	3 9	2 4	1 33	0 0	8 3
Totals	43 100	28 99	13 99	11 99	43 99	32 101	51 101	3 99	19 100	243 100

*Number of responses indicating this benefit.

**Percent of all responses in this county.

Table 3-25

PERCEIVED OBSTACLES TO PARATRANSIT COORDINATION

	Alameda		Contra Costa		Marin		Napa		San Francisco		San Mateo		Santa Clara		Solano		Sonoma		Region	
OBSTACLES:	n*	%**	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Restrictions on use of funds	17	18	11	14	9	16	5	21	23	16	16	15	29	16	4	33	10	16	124	16
Lack of agency resources	15	16	11	14	9	16	4	17	28	20	15	14	25	14	3	25	5	8	115	15
Unique program hours	15	16	12	15	9	16	4	17	21	15	18	17	30	17	0	0	13	21	122	16
Unique clients	7	7	2	3	3	5	0	0	4	3	1	1	5	3	0	0	2	3	24	3
Insurance problems	13	14	9	11	8	15	5	21	21	15	16	15	25	14	0	0	7	11	104	14
Labor restrictions	3	3	6	8	4	7	1	4	4	3	4	4	13	7	0	0	2	3	37	5
Accountability	17	18	16	20	6	11	3	13	22	16	20	19	28	16	3	25	13	21	128	17
Desire to keep transp. service as it is	9	9	13	16	7	13	2	8	18	13	18	17	21	12	2	17	11	17	101	13
Total	96	101	80	101	55	99	24	101	141	101	108	102	176	90	12	100	63	100	755	99

*Number of responses indicating this obstacle.

**Percent of all responses in this county.

APPENDIX A
SURVEY FORMS



Metropolitan Transportation Commission

September 5, 1980

Commissioners

Alameda County

JOSEPH P. BORT

ILENE WEINREB -Vice Chair

Contra Costa County

RICHARD LAPOINTE

ROBERT I. SCHRODER

Marin County

GEORGE ELLMAN

Napa County

RALPH C. BOLIN

Santa Clara County

ROD DIRIDON

(ONE VACANCY)

San Francisco — City and County

DORIS W. KAHN

QUENTIN L. KOPP

San Mateo County

WILLIAM R. LAWSON

FRED LYON

Solano County

CARL V. CARLSON

Sonoma County

WILLIAM R. LUCIUS-Chair

Association of Bay Area Governments

DAN McCORQUODALE

S. F. Bay Conservation and Development Commission

JOSEPH C. HOUGHTLING

State Business and Transportation Agency

JOHN WEST

U.S. Dept. of Transportation

ANNE B. SOLEM

Executive Staff

Executive Director

LAWRENCE D. DAHMS

Deputy Executive Director

WILLIAM F. HEIN

Dear Sir or Madam:

Assembly Bill 120, the Social Service Transportation Act, requires that MTC collect data on all Bay Area social service agencies which provide transportation to their clients. The intent of this legislation and its schedule of events are summarized on the next page. MTC has retained the consulting firm of Crain & Associates to assist in the collection of this information. The data collected will be published, submitted to the Legislature, and made available to your agency if you so desire.

Please fill out the enclosed questionnaire and return it to us in the postage paid envelope provided as soon as possible and NO LATER THAN SEPTEMBER 19TH. If your agency does not provide transportation, you need only fill in the first page, about a minute's worth of your time. Following receipt of your questionnaire it may be necessary for Crain & Associates or MTC to contact you for further clarification of your response.

If you need additional questionnaires because one copy is insufficient for your various programs, please call and request additional copies.

Your assistance in this project is appreciated. Our goal is to minimize duplication of paratransit and to provide the best possible transportation to social service clients in the region.

If you have any questions, please call Marjorie Garnier, MTC Survey Coordinator, 415-849-3223, ext. 80 or Sydwell Flynn, Crain & Associates Survey Supervisor, 415-327-8101. Thank you for your cooperation.

Sincerely,

Walter Stoll
Senior Planner
Allocation/Assistance

WS/MG:ej
Enclosures

SUMMARY OF

AB 120 - SOCIAL SERVICE TRANSPORTATION IMPROVEMENT ACT

INTENT - To improve transportation services to agency clients by promoting:

- A. Combined purchasing of necessary equipment,
- B. Adequate training of drivers,
- C. Centralized dispatching and maintenance of vehicles,
- D. Centralized administration of agency transportation program, and
- E. Identification and consolidation of all existing sources of funding.

SEQUENCE OF EVENTS

- A. December 31, 1980 - MTC submits a report inventorying agency transportation services to the Secretary of the Business and Transportation Agency.
- B. December 31, 1980 - CALTRANS submits a separate report on insurance problems of agency transportation services.
- C. December 31, 1981 - MTC submits an action plan that describes the steps required to consolidate agency transportation services. A public hearing is held on the plan prior to its adoption.
- D. A Transportation Task Force (including agency representatives) is created to assist the Secretary in monitoring and implementing these plans.
- E. June 30, 1982 - The Secretary comments on the adequacy of each plan with recommendations to the Legislature and the federal government for further actions.

NOTE: If you desire a copy of AB 120, please contact Marjorie Garnier, Survey Coordinator, 415-849-3223, ext. 80.

AGENCY IDENTIFICATION

Agency Name _____
 Address _____
 Telephone _____ Zip _____
 Contact Person _____

PLEASE CORRECT ABOVE INFORMATION AS NECESSARY.

1. Is your agency a
 _____ 1 Public, _____ 2 Private nonprofit, or _____ 3 Private for profit organization?
2. Do you provide services to one or more of the following groups:
 SENIORS, CHILDREN OR YOUTH, HANDICAPPED PERSONS, LOW-INCOME PERSONS?
 _____ 1 Yes _____ 2 No
3. Does your agency currently provide any type of transportation for your clients? (For example, Do you own, lease or share vehicles? Use volunteer drivers? Purchase service elsewhere? Reimburse clients?)

_____ 1 YES. PLEASE GO TO NEXT PAGE. 

_____ 2 NO. PLEASE CONTINUE BELOW. 

4. Have you ever provided transportation in the past (as described in Q.3)?
 _____ 1 No _____ 2 Yes. Why did you stop?
 _____ 1 Too expensive _____ 3 Low demand
 _____ 2 Funding was cut _____ 4 Other agency now provides
 _____ 5 Other _____
5. How do most of your clients get to your service?
 _____ 1 They don't, we go to them _____ 4 By telephone
 _____ 2 Another agency delivers (we don't pay) _____ 5 Public transit
 _____ 3 Private automobile (as driver or passenger) _____ 6 Taxi (Client pays)
 _____ 7 Other _____
6. Do you need or do you anticipate a need to provide transportation?
 _____ 1 Yes _____ 2 No

IF YOU DO NOT NOW PROVIDE TRANSPORTATION FOR CLIENTS, YOU HAVE COMPLETED THE SURVEY. PLEASE TEAR OFF THIS PAGE.

AND MAIL 
 TO US TODAY,
 THANK YOU.

1. WHAT IS THE NATURE OF YOUR AGENCY?

- a. Number of years agency in operation? ____
- b. Number of years providing transportation? ____
- c. Are you affiliated with a larger umbrella or parent agency?
____ 1 No ____ 2 Yes ____
(Name of larger agency)
- d. Are any of your programs part of a service consortium?
____ 1 No ____ 2 Yes ____
(Name of lead agency)
- e. What are the main services provided by your agency or organization?
____ 1 Health care (includes services for physically disabled)
____ 2 Mental health
____ 3 Education, training or employment
____ 4 Information & referral (includes legal counseling)
____ 5 Alcoholism, drug abuse services
____ 6 Welfare, financial services (includes provision of food, clothing, housing)
____ 7 Senior citizen centers
____ 8 Services to children and youth (includes day care)
____ 9 Recreation
____ 10 Transportation (as your MAJOR service)
____ 11 Other ____
- f. Who is your primary client group?
____ 1 Children and youth ____ 5 Low income persons
____ 2 Physically handicapped ____ 6 Minorities
____ 3 Mentally handicapped ____ 7 Unemployed persons
____ 4 Elderly (age ____ & older) ____ 8 Alcohol, drug abusers
____ 9 Other ____
- g. How many clients does your agency serve in a typical month? ____
in a typical year? ____
- h. How many separate persons does your agency serve in a typical month? ____
in a typical year? ____

EXPLANATION/COMMENTS

THROUGHOUT THIS QUESTIONNAIRE, IF YOU CANNOT ANSWER THE QUESTION AS ASKED, PLEASE WRITE IN ANY EXPLANATION YOU FEEL WOULD BE HELPFUL.

Answer the questions on this page for your agency as a whole, not just for your transportation services.

Check all appropriate categories, but we are interested in your primary group. For example, an organization serving the elderly would only check that category, although many of their clients could also be low income persons or minorities.

In answering lg, if you provide service to the same individual four times in a given month, he/she would be counted four times. In lh, he/she would only be counted once.

2. WHAT IS THE NATURE OF YOUR TRANSPORTATION SERVICE?

a. What type of service is provided?

- ___ 1 Door to door (Driver assists clients to vehicle)
 ___ 2 Curb to curb (Client is ready and waiting at curb)

b. How does the service operate?

- ___ 1 On a fixed route
 ___ 2 Demand responsive, door-to-door
 ___ 3 Prescheduled, door-to-door
 ___ 4 Subscription service
 ___ 5 Combination _____
 (Please specify)

c. Scheduling requirements:

- ___ 1 None required
 ___ 2 Same day service
 ___ 3 Advance notice of _____ hrs. required

d. Time service is available:

- ___ 1 24 hour service, 7 days a week
 ___ 2 Weekdays from _____ am to _____ pm
 ___ 3 Weekends from _____ am to _____ pm
 ___ 4 For emergencies only
 ___ 5 For special events only

e. Trip purposes served. Indicate approximate percentage for all allowable trips:

Health/medical _____	Social/recreation _____
Shopping _____	Personal business _____
School/training center _____	Nutrition program _____
Work _____	Other _____
Sheltered workshop _____	_____

f. What geographic area or areas do you serve?

Fixed route means same route and time each day.

Demand responsive means the vehicle is sent out to pick up clients as requested.

Subscription means clients pay a fixed amount and are picked up on a regular basis.

None required means schedule is fixed--same route and time each day.

Same day service means a client can request and receive service on the same day

Categories 4 & 5 mean that service is not provided on a regular basis.

The percentage figures should add to 100%, for example, health = 75%, shopping = 20%, social = 5%.

3. HOW DO YOU PROVIDE TRANSPORTATION SERVICE? (ONLY INCLUDE SERVICE FOR WHICH YOU PAY AND THOSE VEHICLES USED TO TRANSPORT PASSENGERS.)

		# OF VEHICLES	TOTAL SEAT CAPACITY *	# HAVING LIFT/RAMP	AVERAGE MILEAGE/MO.	WHERE GARAGED (ADDRESS)
a. OWN YOUR OWN VEHICLES?						
	CARS	_____	_____	_____	_____	
	VANS	_____	_____	_____	_____	
	BUSES	_____	_____	_____	_____	
1 YES 2 NO	(other)	_____	_____	_____	_____	
*This includes tie-down spaces.						
b. USE VEHICLES OWNED BY OTHER AGENCY?						
	CARS	_____	_____	_____	_____	
	VANS	_____	_____	_____	_____	
	BUSES	_____	_____	_____	_____	
1 YES 2 NO	(other)	_____	_____	_____	_____	
(AGENCY NAME)						
c. JOINT OWNERSHIP OF VEHICLE WITH OTHER AGENCY?						
	CARS	_____	_____	_____	_____	
	VANS	_____	_____	_____	_____	
	BUSES	_____	_____	_____	_____	
1 YES 2 NO	(other)	_____	_____	_____	_____	
(AGENCY NAME)						
d. LEASE VEHICLES?						
	CARS	_____	_____	_____	_____	
	VANS	_____	_____	_____	_____	
	BUSES	_____	_____	_____	_____	
1 YES 2 NO	(other)	_____	_____	_____	_____	
e. PURCHASE OR CONTRACT FOR SERVICE?						
		FROM WHOM?	1 Taxi Service	2 Charter Bus		
			3 Nonprofit Provider	(name)		
1 YES 2 NO			4 Other			
f. STAFF MEMBERS OR VOLUNTEER DRIVERS USE OWN VEHICLES?						
		1 Staff	Do you pay for gas/mileage?		1 Yes	
		2 Volunteers			2 No	
1 YES 2 NO				3 Sometimes		
g. OTHER WAYS?						
Please describe:						
1 YES 2 NO						

4. PASSENGER INFORMATION

- a. Do you limit your transportation provision to specific types of clients?

___ 1 No

___ 2 Yes. Please describe your eligibility requirements.

Example: Low income persons with physical disabilities.

- b. During 1979-1980*, how many of your passengers were

	<u>Number</u>	
Elderly (1)	_____	
Children or youth (2)	_____	
Wheelchair persons (3)	_____	
Persons with other disabilities (4)	_____	
Mentally handicapped (5)	_____	
Low income (6)	_____	
Other _____ (7)	_____	
Total	_____	= all persons served

Here we want numbers of separate persons with no double counting. If, for example, you serve a mentally retarded child, who could be counted in category 2 or 5, please count him/her in the category that is your primary qualifier for service.

COUNT ALL WHEELCHAIR PERSONS IN CATEGORY 3 REGARDLESS OF AGE OR HANDICAP.

- c. Do you provide transportation to persons other than those clients who use your other services?

___ 1 No.

___ 2 Yes. Please explain _____

- d. How many passengers (separate persons) do you serve per month? _____ serve per year? _____

- e. How many one-way passenger trips do you provide per month? _____ provide per year? _____

In 4d, only count a person once even though s/he may be provided with many trips during the month and year. In 4e we want units of service provided. For example, if 15 persons are picked up by a single vehicle each weekday and transported to a day care center or nutrition site and home again, this would constitute 30 one-way passenger trips per day, 660 one-way trips per month.

*If different fiscal year, give period for which you are reporting.

5. TRANSPORTATION STAFF INFORMATION

a. Total number of paid employees _____ Volunteers _____

b. Number of full-time drivers _____
part-time drivers _____

c. Type of drivers: _____ 1 Paid. How much?
Hourly rate or range \$ _____
Fringe Benefits \$ _____
_____ 2 Volunteers
_____ 3 Staff members (other than
regular drivers)

Please add any explanation
necessary to describe how
much your drivers are paid.

d. Requirements of drivers:

_____ 1 In-service training _____ 4 Annual physical
_____ 2 Class 1 license _____ 5 First aid training
_____ 3 Class 2 license _____ 6 CPR training
_____ 7 Other _____

CPR = Cardiopulmonary
resuscitation

6. FUNDING SOURCES AND COSTS

a. What is your agency's total annual budget? _____

b. Do you budget for transportation separately?
_____ 1 No. _____ 2 Yes. What is your annual budget?

For all of Question 6, if
possible, give figures for
1979-1980 fiscal year or
indicate the period for
which you are reporting.

c. Please indicate your sources of transportation funding:

Source	Amount (annual)	Equip- ment	Oper- ation	Specific Program
Federal	_____	_____	_____	_____
State	_____	_____	_____	_____
County	_____	_____	_____	_____
City	_____	_____	_____	_____
Private	_____	_____	_____	_____
Fares /scrip	_____	_____	_____	_____
Contractual agreements	_____	_____	_____	_____
Other	_____	_____	_____	_____

Check (✓) whether amounts
listed are used for equip-
ment, operation or both.

Under Specific Program,
please describe source more
fully. For example,
Federal - Soc. Sec. Title XX
State - SB620, TDA
County - Revenue Sharing
Private - United Way

Write in additional expla-
nation in margin, if needed.

- d. Please try to approximate your transportation costs in the following categories:

	<u>Amount</u>	<u>Per</u> <u>(month/yr)</u>
<u>DIRECT LABOR</u>		
Administrator(s)	_____	_____
Dispatcher	_____	_____
Drivers	_____	_____
Driver training	_____	_____
Clerical	_____	_____
<u>PAYROLL BURDEN</u>		
Taxes	_____	_____
Group Insurance	_____	_____
Workers Comp.	_____	_____
<u>MATERIALS & SERVICES</u>		
Lease vehicles	_____	_____
Purchase service	_____	_____
Reimburse staff/ volunteers	_____	_____
Chits, tokens given to clients	_____	_____
Reimburse clients for taxi, bus, etc.	_____	_____
Gas & oil	_____	_____
Maintenance	_____	_____
Insurance	_____	_____
License, fees	_____	_____
Tolls/parking	_____	_____
Rent/utilities/ phones	_____	_____
Supplies	_____	_____
<u>CAPITAL COSTS</u>		
Purchased vehicles	_____	_____
Donated vehicles	_____	_____
Vehicle modification	_____	_____
Garage facility	_____	_____
<u>OTHER</u>		
_____	_____	_____
_____	_____	_____
_____	_____	_____

Please include what are often "hidden" costs of transportation, for example, the portion of your agency rent and utilities that would be attributable to transportation.

If you do not have a detailed budget, please make your best estimate for applicable costs, and indicate this is an estimate by circling the item.

Include here any items not covered by above categories or categories you would prefer to use.

7. COORDINATION

a. Are you aware that your county has a Paratransit Coordinating Council?

___ 1 Yes. ___ 2 No.

b. Is your agency now involved or would you like to become involved in any of these coordination activities?

Activity	Interest in Involvement	Currently Involved	with?(agency name)
1 Sharing vehicles	___	___	___
2 Grouping rides	___	___	___
3 Centralized dispatch/scheduling	___	___	___
4 Joint purchase of supplies	___	___	___
5 Information dissemination	___	___	___
6 Emergency back-up vehicle use	___	___	___
7 Share garage/maintenance facility	___	___	___
8 Pooling insurance	___	___	___
9 PCC Council	___	___	___
10 Other	___	___	___

c. What have been the benefits of coordination?

___ 1 We don't coordinate

___ 2 Saves money

___ 3 More reliable service

___ 4 Allows clients to make more trips

___ 5 Saves staff time

___ 6 Greater geographic coverage

___ 7 Other

d. What obstacles do you now face or do you feel you would encounter in attempting to coordinate with other agencies?

___ 1 Restrictions on use of funds

___ 2 Lack of agency resources

___ 3 Unique program hours

___ 4 Insurance problems

___ 5 Labor restrictions

___ 6 Accountability, paperwork, bookkeeping problems

___ 7 Desire to keep transportation service as it is

___ 8 Other

If you check "no" we will be sending you some information on your Council.

ANY ADDITIONAL COMMENTS?
PLEASE USE THE BACK OF
THIS PAGE

PLEASE MAIL BACK TO US
TODAY.

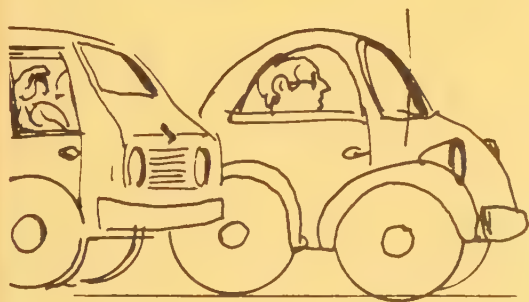
THANK YOU FOR YOUR
COOPERATION!

Just a Reminder

If you haven't already done so, please complete and mail back the MTC questionnaire we mailed you last week.

For the information we collect to be useful, we must hear from all Bay Area agencies.

If you need another questionnaire, please phone Marjorie Garnier at MTC, 849-3223, ext. 80.



Note:

If your agency does not provide transportation, we still want you to fill in the first page of the questionnaire, about a minute's worth of your time.

*Your participation in this survey
is greatly appreciated*

APPENDIX B

QUESTIONNAIRE REVIEW TECHNIQUES

When a completed questionnaire was received in the mail, the interviewer responsible for the county in which the agency was located studied the questionnaire in terms of its completeness and internal consistency and also whether certain answers fell within the range of what was considered a reasonable response.

Internal consistency checks made were as follows:

1. The figure given to question Q1h (separate persons served/year) should be smaller than the answer given to Q1g (in which a client was counted each time he or she received service).
2. If the answer to Q2b (how service operates) is "pre-scheduled," then Q2c (scheduling requirements) should include a description of the advance notice required. If in these same questions the first answer is that the service operated on a fixed route, then the second answer should be that no scheduling is required.
3. The percentages given in response to question 2e (trip purposes) must total 100%.
4. Some portion of Q3a-g (how transportation service is provided) must be filled in as only transportation providers are filling in this questionnaire.
5. Do the seat capacity and mileage figures given in Q3a-d correspond to the number of vehicles given?
6. For all methods of transportation listed in Q3a-g, are corresponding costs given in Q6d (transportation cost by category)? For example, if the agency shows that it operates vehicles, are gas, oil, maintenance, insurance, license costs given in Q6d? If the agency states it reimburses staff who drive their own cars for mileage costs, is a corresponding cost for reimbursement given in Q6d?
7. Does passenger description given in Q4b match client description given in Q1f?
8. The answers given for total in Q4b and yearly figure given in Q4d should match since both refer to number of separate passengers served per year.

If, for example, an agency employed two full-time drivers, then the upper limit of trips they could be expected to provide would be 16,000 and the lower limit would be 4,000. The interviewer then checks to see if the trip figures reported in Q4e fall within this reasonable range. If they do not, he/she should look for other clues in the questionnaire to explain this variation. (For example, if all trips were provided on a fixed-route basis, productivity would be high whereas if all trips were provided on a demand-responsive basis productivity would be lower.) If the questionnaire responses offer no clues to the discrepancy, then the interviewer would discuss this issue with the agency during a telephone call-back.

Cost Per Trip

A simple calculation gives the cost per trip:

$$\frac{\text{Transportation expenditures (Q6b)}}{\text{Yearly trips (Q4e)}} = \text{Cost/trip}$$

Interviewers were given a scale by which to judge cost: Excellent = less than \$3/trip; good = \$3-7/trip; High = over \$7/trip. Taking different circumstances into account (for example, an agency that used volunteer drivers would be expected to have lower costs than an agency that used paid drivers), if costs per trip seemed excessively high or low, an agency was questioned as to the probable cause.

A last check was to cross check answers of agencies that had cooperative arrangements to avoid double counting of passengers, trips, vehicles and funding sources.

APPENDIX C

AGENCIES PROVIDING MINIMAL TRANSPORTATION SERVICE

The group of agencies presented on the following pages meet three criteria:

1. Transportation is provided on an irregular basis,
2. The agency does not own or operate vehicles for the purpose of providing client transportation, and
3. Less than \$1,000 is spent per year providing transportation.

Because so much time was needed to fully complete a questionnaire (often involving four to six telephone call-backs to an agency) the decision was made to analyze this group of questionnaires separately and not attempt to get information in all categories.

ID	Name	Persons Served	Trips Provided	\$	How transp. provided	Further Description
<u>ALAMEDA COUNTY</u>						
1004	Alameda Family Service Agency	unknown	unknown	>\$1000	Staff & volunteers use own cars	Occasional emergency trips for medical purposes for clients in treatment.
1038	Catholic Social Services	15+	100*	>\$100	Public transit	Use BART to go to ball games 2 or 3 times per year, at \$25-30 per outing. Occasionally provide emergency bus fare.
<u>CONTRA COSTA COUNTY</u>						
2383	Kensington Adult Activity Center	144	384	\$115 (from clients)	Volunteer uses own car	Trips for special events (social). Clients pay 60¢ per trip.
2394	Consortium of United Indian Nations	unknown	100*	\$612 (CETA)	Staff use own cars, public transit.	Staff provide rides for job interviews and testing. Occasionally provide money to client for gas or public transit in emergencies.
2441	Gray Panthers	14	240	none	Volunteers use own cars	Members give each other rides to meetings.
2514	East County Rape Crisis Unit	15	40	\$460 (from donations)	Taxi, volunteers & staff use own cars	Provide medical and legal trips for victims.
2540	Tice Valley Ctr.	40	396	none	Volunteers use own cars	People are brought to the center for social/recreational activities.
<u>MARIN COUNTY</u>						
2128	Canal Child Care Center	45	124	none	Volunteers use own cars	Field trips about once every 2 months for recreational purposes.

ID	Name	Persons Served	Trips Provided	\$	How transp. provided	Further Description
<u>MARIN COUNTY (cont.)</u>						
3016	Birthright of Marin	20	unknown	none	Volunteers use own cars	Medical trips for pregnant women.
3053	La Leche League	15	unknown	Agency's entire budget is \$200	Volunteers use own cars	Provide service for some members to monthly meetings.
3373	Marin County Division of Health Services	14	14	\$240* (county)	Taxi, ambulance	Provide transportation in emergencies only for low income persons upon written order of county doctor.
3374	East San Rafael Human Services	25	100	unknown	County car	Occasional trips provided by staff driving county car.
<u>NAPA COUNTY</u>						
4378	Easter Seal Society for Crippled Children	4	unknown	\$200 (private)	Taxi	Reimburse clients for medical trips.
<u>SAN FRANCISCO COUNTY</u>						
5163	Salvation Army Social Service	unknown	unknown	\$600	Bus tokens, Salvation Army vouchers	Agreement with Greyhound in which Salvation Army gets 20% charity discount. Referrals to Travel Aid if client needs to go on long trips
5230	Community Streetwork Center	90	1890	\$400	Charter bus	Charter bus for special events, field trips, four times per year.

ID	Name	Persons Served	Trips Provided	\$	How transp. Provided	Further Description
<u>SAN FRANCISCO COUNTY (cont.)</u>						
5234	Birthright	unknown	unknown	\$300	Volunteers use own cars	Emergency medical trips provided for pregnant women.
5412	St. Benedict the Moor Center for the Deaf	100	200	\$400	Purchase service	Purchase from CYO of Roman Catholic Archdiocese.
5510	West Bay Filipino Multiservices	unknown	unknown	\$600	Lease buses	Lease buses for outings.
5559	Camp Fire Girls	150	300	>\$1000	Charter bus	Two summer trips using 1-2 buses.
5677	Night Ministry	unknown	48	unknown		About 4 times a month crisis related medical transportation is provided--alcohol or drug overdose.
<u>SAN MATEO COUNTY</u>						
6071	Planned Parenthood	5	unknown	negligible	Staff or volunteers use own cars	Emergency medical trips only--do not furnish transportation on any regular basis.
6227	Guadalupe Health Center	unknown	60	>\$1000	Taxi, bus vouchers	Taxi vouchers given 3-5 times/month. Bus trips even more rare.
6285	Redwood City Police Dept.	unknown	unknown	\$200	Volunteers use own cars	Reimburse parents for gas when trip is over 100 miles. Trips are for youth for recreational purposes (e.g., to Disneyland).
6302	Consortium of United Indian Nations	60	120	\$260	Staff use own cars, public transit	Staff provide trips for employment interviews or will pay client for public transportation to training site.

ID	Name	Persons Served	Trips Provided	\$	How transp. Provided	Further Description
<u>SAN MATEO COUNTY (cont.)</u>						
6306	Service League of San Mateo County	unknown	unknown	\$250	Staff use own cars	For emergencies only.
6369	Coastside	unknown	52	\$360	Staff use own cars	Reimburse staff for gas for medical, language emergencies, about once a week.
6384	Hawthorne House	45	500*	\$400 (County of San Mateo)	Public transit	Outings one time per month on public transit. Agency closed on October 31, 1980.
6394	Neighborhood Services Ctr.	unknown	150	\$150	Agency van, volunteer uses own car	Van used for other than client transportation, but very occasionally used for clients.
6741	Senior Outreach Information and Referral Service	unknown	unknown	>\$350	Staff use own cars	Service is to provide information and referral but very occasionally staff will use their own cars to provide transportation in emergencies.
6753	Pacifica Resource Ctr.	10	10	negligible	Clients use own cars	Agency provides gas voucher for a limited amount on a one time basis for emergency situation.
<u>SANTA CLARA COUNTY</u>						
7008	Santa Clara Co. Economic and Social Opportunities	25	60	\$200	Staff use own cars	Staff reimbursed 17¢/mile for driving low-income clients on work-related trips.

ID	Name	Persons Served	Trips Provided	\$	How Transp. Provided	Further Description
7076	Childrens Home Soc. of Calif.	unknown	15	unknown	Staff use own cars	Reimbursed for taking a child to doctor or hospital about 15 times/year at 22¢/mile.
7124	The Mended Hearts, Inc.	18	150	0	Volunteers use own cars	Volunteers drive heart patients on medical trips. They can be reimbursed 16¢/mile, but no one has ever asked for it.
7206	Santa Clara Valley Inddor Sports Club	250	500	0	Volunteers use own cars, public transit	Volunteers drive, and they encourage the use of public transit to promote independence (agency serves physically disabled).
7365	Crittenton Friends	35	unknown	\$600	Staff, volunteers use own cars, reimburse clients	Reimburse clients who could not afford to drive own vehicle otherwise, and those who provide transportation to meetings for clients who live in their area.
7715	City of Los Altos Hills	6	unknown	unknown	Unknown	Program began in October 1980, coordinated with Mountain View Community Services.
<u>SOLANO COUNTY</u>						
8039	California Dept. of Developmental Services	100	150	\$1000	Staff use county cars	Staff use county cars to transport clients on an emergency basis
8385	Benicia Community Volunteer	100	200	\$500	Volunteers use own cars	This is a volunteer organization. Drivers use own cars, a few request mileage reimbursement of 15¢/mile. Take elderly clients to medical appointments.

ID	Name	Persons Served	Trips Provided	\$	How transp. Provided	Further Description
<u>SONOMA COUNTY</u>						
9064	Senior Citizens Group of Sonoma West	5	unknown	0	Volunteers use own cars	Volunteers are not reimbursed for driving elderly clients on social/recreational trips.
9090	Sonoma Valley Hospital	52	unknown	unknown	Staff drive hospital car	Transport patients from hospital to nursing home or to another facility for a specialized treatment on occasions of special need.
9092	Santa Rosa Memorial Hospital	40	72	\$500 (private)	Purchase service	Trips home from hospital provided 2-3 times/month for a client.
9221	Birthright of Sonoma County	15	30	0	Volunteers use own cars	Volunteers not reimbursed for driving clients on medical trips.
9243	Children's Home Society of Calif.	15	60	\$100	Staff, volunteers use own cars, parents of clients also drive	Staff are reimbursed, volunteers are not. Foster parents provide transportation for children to medical appointments, office visits with parents, and are reim- bursed for mileage.
9259	Children's Workshop	45	unknown	\$180	Staff and volunteers use own cars	Staff and volunteers sometimes reimbursed for driving to field trips, twice a month.
9714	Sonoma County Public Health Service	25	25	unknown	Staff drive	Approximately 1 hour/week by part-time staff member is devoted to providing medical transportation for client when no other means of transportation are available.

ID	Name	Persons Served	Trips Provided	\$	How transp. Provided	Further Description
9860	Sonoma County Mental Health	200	400	No way to estimate, vehicles used for many purposes	Staff use county cars	Case workers transport clients (acute psychiatric patients) to court appearances from residential facility. Clients are on conservatorship in state institutions.
9861	Sonoma County Mental Health Services	unknown	12	Unknown	Lease county vehicle	Lease county car for program purposes. About 12 times/year provide transportation for clients' medical emergencies.

*Estimated figures

APPENDIX D
LIST OF TRANSPORTATION PROVIDERS BY COUNTY

AJOB/CETA & AJOB/THILIGHT SERVICE CENTER
1617 UNIVERSITY AVE.
BERKELEY,CA 94703
TONY LEONG 1711
(415)543-6700

ALAMEDA - CONTRA COSTA CAMP FIRE GIRLS
1201 E. 14TH STREET
OAKLAND,CA 94606
JUDY HUMPHREY 1002
(415)536-7841

ALAMEDA BOYS' CLUB
2050 LINCOLN AVE.
ALAMEDA,CA 94501
JIM RICHARDS 1001
(415)522-4900

ALAMEDA CO. ASSOC. FOR THE MENTALLY RETARDED
7808 CARWELL DR.
OAKLAND,CA 94621
MR. LOREN KENSINGER 1900
(415)632-4300

ALAMEDA, CITY OF, RECREATION & PARKS DEPT.
CITY HALL
CITY MANAGER'S OFFICE
ALAMEDA,CA 94501
CAROL BEAVER 1361
(415)522-4100

ALBANY, CITY OF, PARK & REC. DEPT. SENIOR CENTER
846 MASONIC AVE.
ALBANY,CA 94706
EMILE J. ROONEY 1905
(415)644-8514

AMERICAN CANCER SOCIETY, ALAMEDA COUNTY UNIT
1212 BROADWAY, STE. 612
OAKLAND,CA 94612
MARGARET EDERLY, NORMA LINDER 1373
(415)832-7012

AMERICAN RED CROSS
2017 CENTRAL AVE.
ALAMEDA,CA 94501
MARTHA KILLEDREW 1717
(415)522-7711

AMERICAN RED CROSS, BERKELEY - WEST CONTRA COSTA CHAPTER
2116 ALLSTON WAY
BERKELEY,CA 94704
MADEL SMITH 1376
(415)845-1430

APOSTLESHIP OF THE SEA
600 TERMINAL ST.
OAKLAND,CA 94607
DOROTHY IIC CARRICK 1378
(415)444-7885

BARPTO FAMILY CENTER
EAST BAY SPANISH SPEAKING CIT.
1900 FRUITVALE AVE, SUITE 1D
OAKLAND,CA 94601
JAIME GARCIA 1740
415-261-7839

BAY AREA TRANSPORTATION CORP.
1435 GROVE WAY
HAYWARD,CA 94546
CAROL LANDON 1013
(415)532-0325

ALAMEDA COUNTY

BERKELEY COMMUNITY YWCA
2134 ALLSTON WAY
BERKELEY, CA 94704
EILEEN MCADAM
415-848-1882

1017

BERKELEY OUTREACH REC. PROGRAM, INC.
605 ESHLEMAN HALL, C/O DSU
U.C.
BERKELEY, CA 94720
EVA JENSCH
(415)849-4662

1719

BERKELEY, CITY OF, YOUNG ADULT PROJECT
1090 ALCATRAZ AVE.
BERKELEY, CA 94703
PETTIE KING
(415)644-6226

1364

BERKELEY, CITY OF, OFFICE OF SENIOR PROGRAMS
2100 MILVIA ST.
BERKELEY, CA 94704
JOAN KASTEN
(415)644-6053

1391

BERKELEY, CITY OF, COMPREHENSIVE PLANNING DEPT.
2180 MILVIA STREET
BERKELEY, CA 94704
DIRECTOR
(415)644-6534

1365

BERKELEY, CITY OF, EAST BAY JAPANESE FOR ACTION, INC.
1908 BERKELEY WAY
BERKELEY, CA 94704
KATHY TAKAHASHI
(415)848-3560

1390

BERKELEY, CITY OF, RECREATION OFFICE
2180 MILVIA ST.
BERKELEY, CA 94704
FRANK HAEG
(415)644-6530

1362

BOY'S CLUB OF HAYWARD
24499 SOTO RD.
HAYWARD, CA 94544
MR. JAMES OHIO
(415)885-5511

1029

CALIF. SCHOOL FOR THE BLIND
500 WALNUT WAY
FREMONT, CA 94536
JEANNE VLACHOS
(415)794-3800

1036

CALIF. STATE DEPT. OF HEALTH COMMUNITY SERVICES SECTION
1111 JACKSON ST., RM. 6000
OAKLAND, CA 94607
JIM JOSLIN
(415)464-0619

1039

CALIF. STATE DEPT. OF REHABILITATION
1111 JACKSON STREET
OAKLAND, CA 94607
HENRY LENG
(415)464-0727

1046

CAREER DEVELOPMENT YOUTH PROGRAM
24041 AMADOR ST.
HAYWARD, CA 94544
VANCE FISHER
(415)881-6119

1068

CATHOLIC CHARITIES TAP CENTER
430 ROLAND WAY
OAKLAND, CA 94621
DIRECTOR
(415)569-3520

1041

CENTER FOR INDEPENDENT LIVING
2539 TELEGRAPH AVE.
BERKELEY, CA 94704
JOHN LOLL
(415)841-4776

1071

CITY OF FREMONT
39700 CIVIC CENTER DRIVE
FREMONT, CA 94538
DOUGLAS EADS
415-791-4117

1395

CITY OF OAKLAND SOCIAL SERVICES DEPT.
510 16TH STREET
OAKLAND, CA 94612
WARREN TAYLOR
415-273-3031

1398

CLAUSEN HOUSE
88 VERNON STREET
OAKLAND, CA 94610
DONALD BROOKS
415-839-0050

1721

DEPT. OF CORRECTIONS
PAROLE & COMMUNITY SERVICES
235 W. MACARTHUR, #300
OAKLAND, CA 94611
OLIVIA MONTES
415-464-1266

1117

EAST OAKLAND COMM. HEALTH ALLIANCE
7515 EAST 14TH STREET
OAKLAND, CA 94621
DR. ISRAEL DUNN
415-635-1283

1054

EAST OAKLAND COMM. MENTAL HEALTH CTR.
10 EASTMONT MALL
OAKLAND, CA 94605
DAVID HORNE
415-632-4100

1057

EMERYVILLE, CITY OF, MAYOR'S OFFICE
2449 POWELL ST.
EMERYVILLE, CA 94608
WALLACE FOX
(415)654-6161

1366

FAIRMONT HOSPITAL
15400 FOOTHILL BLVD.
SAN LEANDRO, CA 94578
CHARLES SANDERS
(415)577-1410

1810

FAIRMONT HOSPITAL PSYCH. DAY TREATMENT
15400 FOOTHILL BLVD.
SAN LEANDRO, CA 94578
GEORGE GARDNER
(415)577-1655

1811

FAMILY TUTORIAL PROGRAM
1435 GROVE WAY
HAYWARD, CA 94546
GAIL BAILLERGEAU
(415)881-0300

1067

GOOD SAMARITAN HOME
948 FOOTHILL BLVD.
OAKLAND, CA 94606
KENNETH JENSEN
415-536-9750

1852

HAYWARD, CITY OF CITY HALL
22300 FOOTHILL BLVD.
HAYWARD, CA 94541
H. MACKENZIE
(415)581-2345

1396

HIGHLAND GENERAL HOSPITAL
1411 EAST 31ST STREET
OAKLAND, CA 94602
CARL LESTER
415-534-8055

1084

INTERNATIONAL INSTITUTE OF EAST BAY
297 LEE STREET
OAKLAND, CA 94610
ALICE LOEBEL
(415)451-2846

1087

INTERTRIBAL FRIENDSHIP HOUSE
523 E. 14TH STREET
OAKLAND, CA 94606
JOE BAROSEO
(415)452-1235

1088

LAKE SHORE GOSPEL CHAPEL
1600 LAKE SHORE AVE.
OAKLAND, CA 94606
REV. KENNETH LOGIE
(415)893-6688

1860

LINCOLN CHILD CENTER
4368 LINCOLN AVE.
OAKLAND, CA 94602
MRS. FEINAUER
(415)531-3111

1095

LIONS BLIND CENTER
3834 OPAL STREET
OAKLAND, CA 94609
DORIS STRONG
415-654-2651

1996

LIVERMORE AREA RECREATION & PARK DISTRICT SENIOR SERVICE
71 TREVARD RD.
LIVERMORE, CA 94550
DOROTHY SVETS
(415)447-7300

1739

M-2 SPONSORS, INC.
1276 A ST.
HAYWARD, CA 94541
GEORGE DIBBLE
(415)836-3113

1752

MUSCULAR DYSTROPHY ASSOCIATION
26010 EDEN LANDING RD.
HAYWARD, CA 94541
MIKE CASTRO
(415)786-2831

1383

NEW BRIDGE FOUNDATION
1820 SCENIC
BERKELEY, CA 94709
MICHAEL FONTANELLO
(415)549-0723

1153

920 - 24TH STREET
OAKLAND, CA 94607
H. F. SIMS
(415)444-8211

1109

257 - 8TH STREET
OAKLAND, CA 94607
PEART KORRING
(415)839-2022

1111

OAKLAND PARENT-CHILD DEVELOPMENT, INC.
751 E. 14TH ST.
OAKLAND, CA 94612
DIRECTOR
(415)451-1777

1115

OAKLAND, CITY OF, OFFICE OF COMM. DEVELOPMENT
1333 BROADWAY AVE.
OAKLAND, CA 94612
MS. MARTHA KITCHEN
(415)273-3501

1394

ORIENTATION CENTER FOR THE BLIND
400 ADAMS ST.
ALBANY, CA 94706
ALLEN JENKINS
(415)527-0227

1035

PIEDMONT, CITY OF
120 VISTA AVE.
PIEDMONT, CA 94611
JOHN NOLAN
(415)653-7205

1746

PLEASANTON, CITY OF, RECREATION DEPT.
200 BERNAL AVE.
PLEASANTON, CA 94566
DOLORES BENGTSON
(415)846-3202

1745

PROJECT EDEN
22738 MISSION BLVD.
HAYWARD, CA 94540
PAUL FRUNKIN
415-533-3813

1124

PROJECT HEADSTART
659 14TH ST.
OAKLAND, CA 94612
GEORGE HEARD
415-273-3165

1125

REGIONAL CENTER OF THE EAST BAY
508 - 16TH STREET
OAKLAND, CA 94612
MR. GARTH BLIER
(415)451-7232

1733

SALEM LUTHERAN HOME
2361 E. 29TH ST.
OAKLAND, CA 94606
PAUL BASTING
(415)534-3637

1734

SAN ANTONIO YOUTH PROJECT
1811 - 11TH AVE.
OAKLAND, CA 94606
JOSEPH VILLATORO
(415)533-3200

1138

SAN LEANDRO, CITY OF, HUMAN RESOURCES DEPT.
835 EAST 14TH ST.
SAN LEANDRO, CA 94577
JIM O'LEARY H. R. COORD. 1751
(415)577-3391

SAVE AGAINST VIOLENT ENVIRONMENT
P.O. BOX 2246
FREMONT, CA 94536
IRIS PREECE 1186
415-794-6055

SENIOR DAY CENTER
175 FAIRWAY ST.
HAYWARD, CA 94544
LINDA KRETZ 1735
(415)471-6444

SERVICE OPPORTUNITIES FOR SENIORS
1435 GROVE WAY
HAYWARD, CA 94546
EMMA VARGAS 1185
(415)582-1263

SOCIAL SERVICE AGENCY OF THE EAST BAY SENIOR NUTRITION PROJ
534 - 20TH ST.
OAKLAND, CA 94612
FRAN BELLMAN 1715
(415)832-8542

SOUTHERN ALAMEDA COUNTY HEAD START PROGRAM
1800 WEST ST.
HAYWARD, CA 94545
BOB LIVINGSTONE 1155
(415)786-2111

ST. MARY'S CENTER
707 JEFFERSON ST.
OAKLAND, CA 94607
FATHER PAUL NOURIE 1737
(415)444-8627

TEEN CHALLENGE CENTER
P.O. BOX 5097
OAKLAND, CA 94605
KEN SHAW 1741
(415)562-1141

THE CENTER - CCUNSELING, EDUCATION & CRISIS SERVICES
4361 RAILROAD AVE., SUITE F
PLEASANTON, CA 94566
MARILYN BLAIR 1048
(415)462-5544

TRAVELERS AID SOCIETY OF ALAMEDA COUNTY
1515 WEBSTER ST.
OAKLAND, CA 94612
BRUCE C. MCQUAKER 1159
(415)444-6834

TRI VALLEY HAVEN
P.O. BOX 183
LIVERMORE, CA 94550
DAWN MATHENY 1187
(415)449-5842

TRI-CITY VOLUNTEERS
P.O. BOX 2865
FREMONT, CA 94536
ROSAN WILSON 1160
(415)792-8870

UNION CITY CENTRO DE SERVICIOS
309 H STREET
UNION CITY, CA 94537
JAY DODSON
(415)482-4100

1162

VALLEY MENTAL HEALTH CLINIC
3720 HOPKINS RD., NO. 103
PLEASANTON, CA 94566
JOELLEN MASON
(415)462-3010

1167

VETERANS ADM. HOSPITAL
ARROYO RD.
LIVERMORE, CA 94550
GEORGE HUNTER
(415)447-1500

1168

VISITING NURSE ASSOC., INC.
5232 CLAREMONT AVE.
OAKLAND, CA 94618
NANCY BESSIRE
(415)639-7406

1170

WEST OAKLAND HEALTH CENTER, ADMINISTRATION
700 ADELINE ST.
OAKLAND, CA 94608
SANDRA TRICE
(415)465-1810

1890

ALL COUNTY RESOURCE CENTER
159 E. 4TH ST.
PITTSBURG,CA 94565
PATRICE JENSEN, DIR. 2937
(415)432-4664

ALTERNATIVES FOR YOUTH
379 RAILROAD AVENUE
PITTSBURG,CA 94565
JERRY EVANS 2936
415-439-3115

AMERICAN CANCER SOCIETY
1341 NEWELL AVE.
WALNUT CREEK,CA 94596
MARIAN LEINKE 2001
(415)934-7640

AMERICAN NATIONAL RED CROSS
P.O. BOX 5171
WALNUT CREEK,CA 94596
MRS. MAC LEROY 2017
(415)687-3030

ANTIOCH, CITY OF, SENIOR DROP-IN CENTER
P.O. BOX 739
ANTIOCH,CA 94509
CATHERINE RADIN 2964
(415)757-3333

AFOSTOLIC TEMPLE OF TRUTH DAY CARE CENTER
125 SOUTH 13TH STREET
RICHMOND,CA 94801
TERESE ROBINSON 2098
(415)235-0453

BATTERED WOMEN'S ALTERNATIVES
P.O. BOX 1095
LAFAYETTE,CA 94549
DEANE/MARYA 2412
(415)283-5570

BI-BETT CORPORATION, FREDERICK OZANAM WOMEN'S CENTER
P.O. BOX 5487
CONCORD,CA 94524
JUNE EULOVART 2956
(415)799-7250

CALIF STATE DEPT. OF REHABILITATION
2285 MORELLO AVE.
PLEASANT HILL,CA 94523
ROBERT MATHENS 2911
(415)689-3010

CAMERON SCHOOL FOR THE ORTHOPEDICALLY HANDICAPPED
7140 GLADYS AVE.
EL CERRITO,CA 94530
ROBERT WOODBURN 2914
(415)233-3944

CARQUINEZ CHILD DEVELOPMENT CENTER
247 RODEO AVE.
RODEO,CA 94572
ARLINE HASH 2504
(415)799-3122

CLAYTON, CITY OF, MANAGER'S OFFICE
P.O. BOX 380
CLAYTON,CA 94517
JOSEPH CONSTOCK 2981
(415)689-3622

CONTRA COSTA COUNTY

CONCERTED SERVICES PROJECT
514 RAILROAD AVE.
PITTSBURG, CA 94565
DOROTHY BRYANT
(415)432-3823

2916

CONCORD CHILD CARE CENTER
1360 DETROIT
CONCORD, CA 94704
JERI CARMEL
(415)689-5151

2105

CONCORD, CITY OF, DEPT. OF LEISURE SERVICES
2974 SALVIO ST.
CONCORD, CA 94519
BILL BRUDNEY
(415)671-3288

2980

CONTACT CARE CENTER
P.O. BOX 901
LAFAYETTE, CA 94549
SHIRLEY RICHARDS
(415)284-2273

2422

CONTRA COSTA ASSN. FOR RETARDED CITIZENS
2717 NORTH MAIN ST.
WALNUT CREEK, CA 94596
RHEA NILON
(415)933-1544

2922

CONTRA COSTA CO. SOCIAL SERVICE DEPT.
2401 STANNELL DR. @ 200
CONCORD, CA 94520
AL CROUCH
(415)671-4100

2040

CONTRA COSTA CO. HEALTH DEPT. NUTRITION PROJ FOR THE ELDERLY
1111 WARD ST.
MARTINEZ, CA 94553
GLENN WHITE
(415)827-0164

2002

CONTRA COSTA CO. HEALTH SERVICES RICHMOND OUTPATIENT CLINIC
38TH & BISSELL
RICHMOND, CA 94805
RICHARD HARRISON
(415)231-3021

2940

CONTRA COSTA CO. PROBATION DEPT.
651 PIPE ST.
MARTINEZ, CA 94553
GERALD BUCK
(415)372-2700

2917

CONTRA COSTA CO. YWCA
3230 MC DONALD AVE.
RICHMOND, CA 94804
ADA COLE
(415)234-1270

2097

EAST CO. DETOX & RECOVERY CENTER
500 SCHOOL ST.
PITTSBURG, CA 94565
PEGGY SARGENT
(415)458-1616

2947

EASTER SEAL SOCIETY FOR CRIPPLED CHILDREN AND ADULTS
2363 BOULEVARD CIRCLE
WALNUT CREEK, CA 94596
MRS. DORIS J. HAZLETT
(415)939-7353

2007

EL CERRITO SENIOR SERVICES
10890 SAN PABLO AVENUE
EL CERRITO, CA 94530
KATIE LEHIS
(415)234-7447 2516

GEO. MILLER JR. MEMORIAL CENTER-WEST
2801 ROBERT MILLER DRIVE
RICHMOND, CA 94806
DR. KATHLEEN HALLOY
(415)222-0381 2953

GOLDEN RAIN FOUNDATION
P.O. BOX 2070
WALNUT CREEK, CA 94595
EDMOND O'FLAHERTY
(415)939-6429 2472

INTERNATIONAL INSTITUTE IN C. C. C.
2717 N. MAIN STREET
WALNUT CREEK, CA 94596
GUILTY KIANI
(415)935-4743 2524

JEWISH COMMUNITY CENTER CONTRA COSTA BRANCH
1355 CREEKSIDE DR.
WALNUT CREEK, CA 94596
RON BRONN
(415)938-7800 2448

JOB CORPS
217 HARBOUR WAY
RICHMOND, CA 94801
BEVERLY CROCKER
(415)237-5500 2379

LAFAYETTE, CITY OF, COMMISSION ON THE NEEDS OF THE AGING
251 LAFAYETTE CIRCLE
LAFAYETTE, CA 94549
HARRI KAY BREAZEALE
(415)284-2232 2988

LAS TRAMPAS SCHOOL, INC.
P.O. BOX 515
LAFAYETTE, CA 94549
HOWARD S. JENNINGS
(415)284-1462 2384

LIONS BLIND CENTER OF DIABLO VALLEY
175 ALVARADO ST.
PITTSBURG, CA 94565
MRS. CATHERINE HAINLEY
(415)432-3013 2453

MANY HANDS, INC.
P.O. BOX 1487
PITTSBURG, CA 94565
NORTON RYNE
(415)754-5915 2029

MARTIN LUTHER KING FAMILY HEALTH CLINIC
11 BROADWAY
RICHMOND, CA 94804
WILBUR KELLY
(415)233-3994 2962

MARTINEZ, CITY OF, SENIOR CENTER
1111 FERRY ST.
MARTINEZ, CA 94553
MARGO SPAULDING
(415)228-7350 2969

MT. DIABLO REHAB. CENTER
490 GOLF CLUB RD.
PLEASANT HILL, CA 94523
LARRY H. HUNN
(415)682-6330

2004

MT. DIABLO UNIFIED SCHOOL DIST, HEAD START, STATE PRE-SCHOOL
1936 CARLOTTA DR.
CONCORD, CA 94519
BILL DODGE
(415)682-8000

2800

NEIGHBORHOOD HOUSE
321 ALAMO
RICHMOND, CA 94801
LUCY BRODIN
(415)235-9780

2810

OAKLEY MIDDLE SCHOOL - HEAD START PROG.
P.O. BOX 345
OAKLEY, CA 94561
SALLY GARCIA
(415)625-2204

2389

OPPORTUNITY CHILDREN'S CENTER
1350 KELSEY ST.
RICHMOND, CA 94801
JOYCE COX
(415)237-4475

2102

PHOENIX PROGRAMS INC.
P.O. BOX 315
CONCORD, CA 94522
JAMES R. GORMLEY
(415)625-4700

2078

PINOLE, CITY OF
SENIOR CITIZENS
2220 PEAR STREET
PINOLE, CA 94564
CLARA MC DERMOTT
(415)724-9540

2061

PITTSBURG HEALTH CENTER
45 CIVIC AVE.
PITTSBURG, CA 94565
ROBERT ALANIZ
(415)439-4115

2939

PITTSBURG SENIOR CITIZENS
P.O. BOX 787
PITTSBURG, CA 94565
ANN HARRELL
(415)439-2135

2063

PITTSBURG, CITY OF, CETA UNIT
516 RAILROAD AVE.
PITTSBURG, CA 94565
GERALD DUNBAR
(415)439-4396

2972

PITTSBURG, CITY OF, LEISURE SERVICES
340 BLACK DIAMOND
PITTSBURG, CA 94565
DENNIS FLANNERY
(415)439-4978

2971

PLEASANT HILL, CITY OF, SR. CITIZENS TAXI PROGRAM
3300 N. MAIN ST.
PLEASANT HILL, CA 94523
PAUL HATT
(415)934-6050

2974

PULLMAN CHILD DEVELOPMENT CENTER, INC.
2999 PULLMAN AVE.
RICHMOND, CA 94804
JEANETTE WEBSTER
(415)234-6191

2392

RICHMOND ART CENTER
CIVIC CENTER PLAZA
RICHMOND, CA 94804
ERNIE KIM
(415)231-2163

2361

RICHMOND HOUSING AUTHORITY, RICHMOND HACIENDA CENTER
P.O. BOX 515, STA. A
RICHMOND, CA 94803
JOSEPH PIZZA
(415)237-3271

2066

RICHMOND, CITY OF, D.P.W. SR. & HANDICAPPED PARATRANSIT PROG
CITY HALL
RICHMOND, CA 94804
JUANITA MACDALENO
(415)231-2339

2977

RICHMOND, CITY OF, MANPOWER SERVICES
330 - 25TH STREET
RICHMOND, CA 94804
CARL B. METOYER
(415)231-2070

2978

RODEO COMMUNITY SERVICE CENTER
525 - 2ND ST.
RODEO, CA 94572
JANETTE HOLMAN
(415)799-4286

2363

PSVP
100 37TH STREET
RICHMOND, CA 94805
MARSE GREER
415-231-3401

2042

SAN PABLO, CITY OF, REC. & PARKS CENTER
1 ALVARADO SQUARE
SAN PABLO, CA 94806
A. MARTIN COOKE
(415)235-2444

2500

SAN RAMON VALLEY DIAL-A-RIDE
P.O. BOX 604
DANVILLE, CA 94526
LOUISE FEHL
(415)837-0226

2538

SHIELD-PEID CENTER
1410 KELSEY ST.
RICHMOND, CA 94801
ANN COOKS
415-233-7771

2482

SOCIAL SERVICE BLDG. DIV. OF CHILDREN'S SERVICES
85 CLEVELAND RD.
PLEASANT HILL, CA 94523
BILL STEVENSON
(415)944-3218

2033

SOUTHSIDE COMMUNITY CENTER CETA PROJECT
2073 - 23RD ST.
SAN PABLO, CA 94806
MARILYN HENDRIX
(415)232-0403

2369

ST. JOSEPH SCHOOL FOR THE DEAF
SANTA MARIA WAY
ORINDA, CA 94563
SISTER NOREEN JOSEPH
(415)254-3820

2477

SUNNY GLEN ADULT COMMUNITY, INC.
9000 GRAYDON CIRCLE
SAN RAMON, CA 94583
H. F. MARTIN
(415)829-2018

2483

TEEN-AGE PARENT PROGRAM
320 - 13TH ST.
RICHMOND, CA 94801
SARDEA ANDERSON
(415)231-3701

2100

THERAPEUTIC NURSERY SCHOOL
3701 BARRETT AVE.
RICHMOND, CA 94530
RUTH GREGAN
(415)234-4694

2539

TRI-DELTA TRANSIT
2400 SYCAMORE DRIVE
ANTIOCH, CA 94509
BOB ARMSTRONG
(415)754-6622

2900

UNITED COUNCIL OF SPANISH SPEAKING ORGANIZATION
516 MAIN ST.
MARTINEZ, CA 94553
MURIEL CABRAL
(415)229-2210

2842

WALNUT CREEK, CITY OF, LEISURE SERVICES
1650 N. BROADWAY
WALNUT CREEK, CA 94596
DOLORES ELLIOTT
(415)935-3300

2994

WE CARE CENTER
2191 KIRKER PASS RD.
CONCORD, CA 94521
BARBARA MILLIFF
(415)671-0777

2015

WEE FALS CHILDREN'S CENTER
833 - 2ND STREET
BRENTWOOD, CA 94513
MERRY HAIL
(415)634-2022

2110

WEST C.C. CLUB AND CENTER FOR THE BLIND
360 HARBOUR WAY, SOUTH
RICHMOND, CA 94804
CORA BURCH
(415)233-7400

2541

WILSON RILES PRE-SCHOOL AND SATELLITE HOME
NO. 4 - EAST 5TH ST.
PITTSBURG, CA 94565
FRANCES GREEN
(415)439-9111

2112

YOUTH HOMES, INC.
1537 SUNNYVALE AVE.
WALNUT CREEK, CA 94596
JOYCE LAVELLE
415-933-2627

2081

AMERICAN CANCER SOCIETY & UNITED OSTOMY ASSOCIATION AMERICAN
18 MARY STREET
SAN RAFAEL, CA 94901
URSULA CIPA 3005
(415)454-8464

AMERICAN NATIONAL RED CROSS, MARIN CITY CHAPTER
712 - 5TH AVE.
SAN RAFAEL, CA 94901
MARGARET ANDERSEN 3007
(415)454-1550

BIG SISTERS OF MARIN
819 A STREET, NO. 23
SAN RAFAEL, CA 94901
SHEILA REICHLING 3014
(415)457-5833

BON AIR HOUSE
75 TAMALPAIS RD.
GREENSBRAE, CA 94904
DIRECTOR 2126
(415)461-2728

BRAUN PLACE
220 STUYVESANT DR.
SAN ANSELMO, CA 94960
MURRAY LEVINE 2127
(415)453-5451

BUCKELEW HOUSE
1109 SIR FRANCIS DRAKE BLVD.
KENTFIELD, CA 94904
JANICE STINE 3021
(415)457-6964

CATHOLIC SOCIAL SERV. OF MARIN
P.O. BOX 4416
SAN RAFAEL, CA 94913
SISTER MARGARET EILERMAN 3024
(415)479-1470

CEDARS DEV. FOUNDATION OF MARIN
P.O. BOX 947
ROSS, CA 94957
MRS. BRENDA MC IVOR 3018
(415)454-5310

CENTER POINT
812 D STREET
SAN RAFAEL, CA 94901
JACK FROMK 3019
(415)454-2413

EASTER SEAL SOC. FOR CRIPPLED CHILDREN & ADULTS OF MARIN
70 SKYVIEW TERR.
SAN RAFAEL, CA 94903
STEVE HAHLE 3033
(415)472-3170

FAIRFAX-SAN ANSELMO CHILDREN'S CENTER, INC.
610 D ST.
SAN RAFAEL, CA 94901
ETHEL SEIDEMAN 3831
(415)456-4452

FULL CIRCLE RESIDENTIAL RESEARCH & TREATMENT CTR.
BOX 217
BOLINAS, CA 94924
JEAN RIDELLA 2137
(415)868-1000

MARIN COUNTY

LA FAMILIA DE MARIN, INC.
1195 TAMALPAIS AVE.
SAN RAFAEL, CA 94901
ROBERT DENIZAC
(415)457-4260

3052

LINCOLN HOUSE
1634 - 5TH AVE.
SAN RAFAEL, CA 94901
AUDREY SHINKUS
(415)457-8070

3055

MARIN ABUSED WOMEN'S SERVICES
1717 - 5TH AVE.
SAN RAFAEL, CA 94901
DOMINIA GARSKE
(415)457-2464

2146

MARIN ACT, INC.
34 GROVE ST.
SAN RAFAEL, CA 94901
DREW HALL
(415)456-6353

2122

MARIN ASSOCIATION FOR RETARDED CITIZENS
119 PAUL DRIVE
SAN RAFAEL, CA 94903
HALLACE CHIPMAN
(415)472-2373

3710

MARIN CHILD DEVELOPMENT CENTER
2960 KERNER BLVD.
SAN RAFAEL, CA 94901
MARILYN CORDES
(415)459-2777

3057

MARIN CITY, CITY OF, MANAGER'S OFFICE
630 DRAKE AVE.
MARIN CITY, CA 94965
CLARENCE SHANN
(415)332-1441

3717

MARIN CO. GROUP OF THE VISUALLY HANDICAPPED
9 ROSS VALLEY DR.
SAN RAFAEL, CA 94901
DOROTHY CHIN
(415)456-9837

3017

MARIN CO. OFFICE OF EMPLOYMENT & TRAINING
MARIN CO. CIVIC CENTER, RM 400
SAN RAFAEL, CA 94903
DAN PAICOFULOS
(415)499-6003

3378

MARIN CO. PROBATION DEPT.
HALL OF JUSTICE
MARIN CO. CIVIC CTR., RM. 163
SAN RAFAEL, CA 94903
RONALD G. BAYLO
(415)499-6602

3379

MARIN CO. PROBATION DEPT., VOLUNTEER WORK PROGRAM
MARIN CO. CIVIC CENTER, RM 163
SAN RAFAEL, CA 94903
CRES VAN KEULEN
(415)499-6002

3380

MARIN GENERAL HOSPITAL - UNIT A
250 DON AIR
GREENBERG, CA 94912
BARBARA R. VALENTINE
(415)461-0100

3383

MARIN LODGE
P.O. BOX 419
WOODACRE, CA 94973
MURRAY LEVINE
(415)488-4340 3840

MARIN RAPE CRISIS CENTER
P.O. BOX 392
SAN RAFAEL, CA 94902
SUE VERHALEN
(415)924-2100 3714

MARIN SENIOR DAY SERVICES
P.O. BOX 692
MILL VALLEY, CA 94941
LINDA CROSSMAN
(415)457-4033 3851

MARIN SR. COORDINATING COUNCIL
930 TAMALPAIS
SAN RAFAEL, CA 94901
TOM HARMOND
(415)456-9062 3077

NOVATO BOYS' CLUB, INC.
P.O. BOX 883
NOVATO, CA 94947
FRANK INGRAM
(415)892-1643 3716

NOVATO HUMAN NEEDS CENTER
1523 SOUTH NOVATO BLVD.
DRAWER R
NOVATO, CA 94947
RON NOGEL
(415)897-4147 3088

rites of passage, inc.
857 DE LONG AVE.
NOVATO, CA 94947
STEVEN FOSTER
(415)892-5371 2161

ST. VINCENT'S SCHOOL FOR BOYS
BOX M - CIVIC CENTER BRANCH
SAN RAFAEL, CA 94903
JOHN VAN HAGEN
(415)479-8831 3092

SUNNY HILLS
300 SUNNY HILLS DR.
SAN ANSELMO, CA 94960
NORMAN HERSTEIN
(415)457-3200 3100

SUPPORT CENTER PEOPLE FIRST
25 MITCHELL BLVD.
SAN RAFAEL, CA 94903
CATHY J. TENHAUT
(415)479-1633 2173

THE HOUSE AT SAN QUENTIN
2 MAIN ST.
SAN QUENTIN, CA 94964
BARBARA BLOCH
(415)456-4200 2140

WEST MARIN SENIOR CITIZENS SERVICES
P.O. BOX 622
PT. REYES, CA 94956
JEAN BURROUGHS
(415)663-8148 3721

WHEELS FOR MARIN
1022 SIR FRANCIS DRAKE BLVD.
SAN ANSELMO, CA 94960
MARGARET NELSH
(415)454-7424

2178

YMCA OF MARIN AND YOUTH EMPLOYMENT SERVICE
P.O. BOX 4308
SAN RAFAEL, CA 94903
SHERYL BERNARD
(415)472-1301

3112

YOUTH ADVOCATES OF MARIN CNTY.
9 GROVE LANE
SAN ANSELMO, CA 94960
SUSAN SCOTT
(415)453-5200

3106

AMERICAN CANCER SOCIETY NAPA COUNTY UNIT
1732 JEFFERSON ST. SUITE 4
NAPA, CA 94558
RUTH SIEGAL
(707)255-5911

4371

AMERICAN RED CROSS-NAPA CHAPTER
575 JEFFERSON ST.
NAPA, CA 94558
GEORGE HOHLER
(707)226-9921

4372

CALIFORNIA CHILDREN SERVICES
P.O. BOX 749
NAPA, CA 94558
MARY HERZOG
(707)253-4391

4005

CONTINUING CARE SERVICES
1700 2ND STREET NO. 370
NAPA, CA 94558
NORMA LEE TILMAN
(707)252-2511

4395

DIAL-A-RIDE (PETTERSEN BUS)
2333 PODERIO ST.
NAPA, CA 94558
OFFICE
(707)224-2351

4377

HEAD START
703 JEFFERSON ST.
NAPA, CA 94558
JACKIE DOLLAR
(707)252-8931

4399

NAPA CO. COUNCIL ON ECON. OPPORTUNITY, NAPA VALLEY DINING CL
1795 3RD STREET
NAPA, CA 94558
LESLIE EDWARDS
(707)255-6770

4006

NAPA COUNTY MENTAL HEALTH SERVICES
2344 OLD SONOMA ROAD
NAPA, CA 94558
D. CORSELLO OR J. K. CRANE
(707)253-4306

4364

NAPA COUNTY SOCIAL SERVICES
CHILD PROTECTIVE SERVICES
P.O. BOX 329
NAPA, CA 94558
VIRGINIA GIOVANINI
707-253-4261

4004

NAPA COUNTY TAXI-TRANS
1127 - 1ST ST.
NAPA, CA 94558
BERN KLEIN
(707)252-6222

4003

NAPA STATE HOSPITAL-TRANSPORTATION DIV.
BOX A
INOLA, CA 94558
ANN GOBLE
(707)253-5000

4022

NAPA VALLEY ACTIVITY CENTER
2143 BROWN ST.
NAPA, CA 94558
ISABEL HARRIS
(707)253-0400

4365

NAPA COUNTY

NORTH REGIONAL CENTER
1710 SORCOL
NAPA, CA 94558
JANE RASMUSSEN
(707)252-0422

4403

ROHLF'S MEMORIAL MANOR, INC.
2400 FAIR DR.
NAPA, CA 94558
KEISER, MADENITZ
(707)255-9555

4801

SALVATION ARMY
590 FRANKLIN
NAPA, CA 94558
MRS. LOMIAN
(707)226-8150

4383

THE HERITAGE SCHOOL
295 FRANZ VALLEY SCHOOL RD.
CALISTOGA, CA 94515
PAM CLADINE
(707)942-5133

4010

VOLUNTEER CENTER OF NAPA (TRI-CITY BUS)
1801 OAK ST.
NAPA, CA 94558
ELINE HOFFMAN
(707)252-6222

4370

VOLUNTEER TRANSPORTATION
1801 OAK ST.
NAPA, CA 94558
MARY TORRES
(707)252-6222

4385

YOUNTVILLE, CITY OF
6550 YOUNT ST.
P.O. BOX 2590
YOUNTVILLE, CA 94599
JOHN A. LINDER
(707)944-0851

4387

AMBULATORY HEALTH CARE
2401 KEITH STREET
SAN FRANCISCO, CA 94124
RUTH WILLIAMS
(415)822-5200

5239

AMERICAN CANCER SOCIETY
545 POST ST.
SAN FRANCISCO, CA 94102
SERVICE DEPT.
(415)673-7979

5293

AMERICAN INDIAN CENTER
225 VALENCIA ST.
SAN FRANCISCO, CA 94103
ALLENE GODDARD
(415)552-1070

5044

BUREAU OF ALCOHOLISM
170 FELL ST. RM.25
SAN FRANCISCO, CA 94102
LARRY HEREDITH
(415)553-2356

5312

CA. STATE VETERANS ADMINISTRATION
50 CLEMENT, BLDG 9R
SAN FRANCISCO, CA 94121
DR. JEAN RENSON
415-387-8206

5031

CAHARILA FOUNDATION
5922 CALIFORNIA ST.
SAN FRANCISCO, CA 94121
DONNA ST. JOHN
415-387-5740

5331

CALIF. LEAGUE FOR THE HANDICAPPED
1299 BUSH
SAN FRANCISCO, CA 94109
ROSE PESNICK
(415)441-1980

5438

CALIF. STATE DEPT. OF REHABILITATION
2720 TAYLOR ST.
SAN FRANCISCO, CA 94103
RON KAMINSKI
(415)771-7200

5221

CALIF. STATE DIAG. SC'L FOR NEUROLOG. HANDICAPPED CHILDREN
LAKE MERCED BLVD. & WINSTON DR
SAN FRANCISCO, CA 94132
LOU LISY
(415)554-0685

5020

CALIF. STATE YOUTH AUTHORITY PAROLE SERVICE
2908 FULTON ST.
SAN FRANCISCO, CA 94113
HENRY COLLINS
(415)557-2637

5841

CALIF. STATE YOUTH AUTHORITY PAROLE SERVICE
1015 FOLSON ST.
SAN FRANCISCO, CA 94103
DON QUIETANA
(415)557-1200

5040

CANON KIP COMM. HOUSE-OPERATION TRANSP.
1355 FITZGERALD
SAN FRANCISCO, CA 94124
ROBERT DREW
(415)931-3971

5575

SAN FRANCISCO COUNTY

CAREERS ABOUND
2601 MISSION ST. SUITE 504
SAN FRANCISCO, CA 94110
JENNIFER THOMPSON
(415)647-0505

5317

CATHOLIC RESETTLEMENT OFFICE
2525 VAN NESS, SUITE 208
SAN FRANCISCO, CA 94109
DIANE H. BREDE
(415)775-4951

5318

CATHOLIC SOCIAL SERVICE
2055 HAYES ST.
SAN FRANCISCO, CA 94117
PATRICK F. CANNON
(415)864-7400

5091

CATHOLIC YOUTH ORGANIZATION
4444 GEARY, SUITE 308
SAN FRANCISCO, CA 94118
MIKE REA
415-668-5311

5561

CENTRO DE CAMBIO
3007 - 24TH ST.
SAN FRANCISCO, CA 94110
GENE ROYALE
(415)641-1994

5128

CHINATOWN Y.M.C.A.
855 SACRAMENTO ST.
SAN FRANCISCO, CA 94108
ALAN S. WONG
(415)982-4412

5326

DEAF SELF-HELP, INC.
2891 BUSH ST.
SAN FRANCISCO, CA 94115
EDWARD JAUREGUI
(415)567-6300

5333

DELANCEY ST. FOUNDATION
2563 DIVISADERO
SAN FRANCISCO, CA 94115
ALICE WATSON
415-563-5326

5626

EASTER SEAL SOCIETY OF SAN FRANCISCO
6221 GEARY BLVD.
SAN FRANCISCO, CA 94121
GERALD F. COX
(415)752-4888

5077

EDGEWOOD CHILDREN'S HOME
1801 VICENTE ST.
SAN FRANCISCO, CA 94616
MORRIS KILGORE
(415)681-3211

5002

FAMILY SERVICE AGENCY
1010 COUCH ST.
SAN FRANCISCO, CA 94109
IRA OKUN
(415)474-7310

5281

FILIPINO EDUCATION CENTER
824 HARRISON
SAN FRANCISCO, CA 94107
MR. ROSS QUEMA
(415)543-8430

5151

FILLMORE YOUTH CENTER
690 PAGE STREET
SAN FRANCISCO, CA 94117
REV. J. BUTLER
415-626-2849

5593

FLORENCE CRITTENTON SERVICES
840 BRODERICK
SAN FRANCISCO, CA 94115
SARA MAINA
(415)567-2357

5006

FRIENDSHIP HOUSE
1340 GOLDEN GATE AVE.
SAN FRANCISCO, CA 94115
FRANCIS ALLEN
(415)346-8895

5026

GOLDEN GATE FOR SENIOR
637 S. VAN NESS
SAN FRANCISCO, CA 94110
BOB DOBSON
(415)626-7553

5351

HANDICAPABLES
2326 JONES ST.
SAN FRANCISCO, CA 94133
HADINE CALLIGIURI
(415)474-0494

5385

INTERGENERATIONAL CAREGIVING PROGRAM UC SCHOOL OF NURSING
400 PARNASSUS, RM. N411
SAN FRANCISCO, CA 94143
MARLENE COHEN
(415)647-9063

5931

FLORENCE CRITTENTON SERVICES
840 BRODERICK
SAN FRANCISCO, CA 94115
SARA MAINA
(415)567-2357

5004

FRIENDS OUTSIDE
136 CHURCH
SAN FRANCISCO, CA 94114
LOUISE ENBERG
(415)863-5100

5114

GARDEN SULLIVAN REHAB. CENTER
2750 GEARY BLVD.
SAN FRANCISCO, CA 94118
ROBERT MINKEN
(415)921-6172

5035

GOLDEN GATE REGIONAL CENTER
100 MISSION STREET, SUITE 400
SAN FRANCISCO, CA 94103
JAY GAILLARD
415-546-9222

5059

HUNTER'S POINT COMM. CENTER
200 MIDDLE POINT RD.
SAN FRANCISCO, CA 94124
JULIA MIDDLETON
(415)285-1415

5567

INTERNATIONAL INSTITUTE OF SAN FRANCISCO
2209 VAN NESS AVENUE
SAN FRANCISCO, CA 94109
MRS. AUDREY K. DOUGHTY
(415)673-1720

5387

JAPANESE COMMUNITY YOUTH COUNCIL 2012 PINE ST. SAN FRANCISCO, CA 94115 RON SUGIYAMA (415)563-8051	5569	JEWISH HOME FOR AGED-DAY CARE PROGRAM 302 SILVER AVENUE SAN FRANCISCO, CA 94112 MRS. KRAMER 415-334-2500	5395
LEUKEMIA SOCIETY 323 GEARY ST., SUITE 715 SAN FRANCISCO, CA 94102 SANFORD WEINTRAUB 415-781-4270	5398	LUCINDA WEEKS CENTER 2665 - 28TH AVE. SAN FRANCISCO, CA 94116 HELEN HUGGINS (415)664-7584	4113
MARGARET CONNOLLY EDUCATION CTR. 1140 OAK STREET SAN FRANCISCO, CA 94117 MICHAEL A. ROSENBERG 415-863-8501	5320	MARSHAL HALE MEMORIAL HOSPITAL 3773 SACRAMENTO ST. SAN FRANCISCO, CA 94118 CLIFF CHAMBERS (415)387-8700	5257
MAYOR'S OFFICE OF EMPLOY. & TRAINING 1453 MISSION STREET SAN FRANCISCO, CA 94103 EUNICE ELTON 415-558-2922	4115	MISSION NEIGHBORHOOD PHYSICAL DEVELOPMENT CORP. 2990 - 22ND ST. SAN FRANCISCO, CA 94110 CARLOS NAVARRO (415)824-3062	5600
MONTEFIORE SR. CENTER 3200 CALIFORNIA ST. SAN FRANCISCO, CA 94118 DAVID ALTSCHULER (415)346-6040	5210	MOUNT ST. JOSEPH'S - ST. ELIZABETH'S 100 MASONIC AVE. SAN FRANCISCO, CA 94118 SISTER NOREEN (415)567-8370	5391
MT. ZION MEDICAL CENTER CRISES CLINIC 1600 DIVISADERO ST. SAN FRANCISCO, CA 94115 CARL ZLATICHIN (415)567-6600	5013	MULTIPLE SCLEROSIS SOCIETY 594 HOWARD ST. SAN FRANCISCO, CA 94105 DEORAH WIENER (415)495-6267	5270

MUSCULAR DYSTROPHY ASSOC. 278 POST SAN FRANCISCO,CA 94108 HELEN JONES 415-433-3313	5271	NATIONAL ASSN. FOR THE VISUALLY HANDICAPPED 3201 BALBOA ST. SAN FRANCISCO,CA 94121 ANGELA PEREIRA 4151221-3201	5009
NATIVE AMERICAN HEALTH CENTER 56 JULIAN AVE. SAN FRANCISCO,CA 94103 DAVID BYINGTON (415)621-8051	5951	NO. CALIF. SERVICE LEAGUE 1104 HARRISON SAN FRANCISCO,CA 94103 SANDRA TREACY (415)863-2323	5117
NORTH OF MARKET SR. SERVICE CENTER 333 TURK ST. SAN FRANCISCO,CA 94102 DR. STONE (415)805-2290	5247	NORTHEAST MEDICAL SERVICE 1520 STOCKTON SAN FRANCISCO,CA 94133 SOPHIE HONG 415-391-9686	5246
OKES CHILDREN'S CENTER 1348 - 10TH AVE. SAN FRANCISCO,CA 94122 CARLA CAMFIELD (415)564-2310	5071	OCEANVIEW MERCED HEIGHTS INGLESIDE COMMUNITY ASSOC. 201 GRANADA AVE. SAN FRANCISCO,CA 94112 FRANK TAYLOR (415)564-8188	5225
OMI FAMILY CENTER 2335 OCEAN AVE. SAN FRANCISCO,CA 94127 MARGARET HICKOX (415)334-4717	5682	ON LOK SR. HEALTH SERVICE 1441 POWELL ST. SAN FRANCISCO,CA 94133 MARY-LOUISE ANSAK (415)939-2578	5266
PACIFIC MEDICAL CENTER, PRESBYTERIAN HOSPITAL 2340 CLAY ST. SAN FRANCISCO,CA 94120 POSA PAHITREZ (415)563-4321	5011	FLUH ALLEY-MISSION AFTERCARE 761 SO. VAN NESS SAN FRANCISCO,CA 94103 MARTIN O'HALLEY (415)558-5673	5862

POLICE ACTIVITIES LEAGUE
2475 GREENWICH ST.
SAN FRANCISCO, CA 94123
STEPHEN SPELMAN
(415)567-3215

5601

POSTAL ST. ACADEMY
914 DIVISADERO
SAN FRANCISCO, CA 94115
MAURICE JAMES
(415)563-7934

5695

PROGRESS FOUNDATION
52 SPRADER ST.
SAN FRANCISCO, CA 94117
STEVEN FIELDS
(415)668-0621

5390

PROJECT INSIGHT, INC.
800 CHURCH ST.
SAN FRANCISCO, CA 94114
KATE SHEENEY
(415)648-8829

5700

PROTESTANT EPISCOPAL RESIDENCE
2770 LOMBARD
SAN FRANCISCO, CA 94123
MRS. ARMSTRONG
(415)346-6300

5617

GUEST CENTER
2340 - 16TH ST., SUITE 104
SAN FRANCISCO, CA 94103
KATHERINE DONNELLY
(415)861-2292

5705

RAFIKI MAFADA
1326 4TH AVENUE
SAN FRANCISCO, CA 94122
NEBBIT CRUTCHFIELD
415-664-7406

5707

REC. CENTER/HANDICAPPED, INC.
207 SKYLINE BLVD.
SAN FRANCISCO, CA 94132
ESTHER ZANTE
(415)665-4100

5602

RETIRED SENIOR VOLUNTEER PROGRAM OF THE UJCC
3195 CALIFORNIA
SAN FRANCISCO, CA 94118
RUTH STERN
(415)346-1812

5717

SALESIAN BOYS CLUB
690 FILBERT
SAN FRANCISCO, CA 94133
FRED SCOLARI
(415)397-3068

5573

SALVATION ARMY CHINATOWN CORPS
1450 POWELL ST.
SAN FRANCISCO, CA 94133
CHECK YEE
(415)781-7360

5211

SALVATION ARMY RED SHIELD COMMUNITY CENTER & PLAYGROUND
P.O. BOX 3465
SAN FRANCISCO, CA 94119
RICHARD PATTERSON
(415)431-1348

5574

SALVATION ARMY SILVER CREST RES.
133 SHIPLEY ST.
SAN FRANCISCO, CA 94107
MR. STEELE
(415)543-5381

5657

SALVATION ARMY-FED. OF THE BAY AREA
P.O. BOX 3465
SAN FRANCISCO, CA 94119
MAJOR CHURCH
415-863-6520

5624

SELF HELP FOR THE ELDERLY
650 PINE ST.
SAN FRANCISCO, CA 94103
DUDDY CHOY
(415)982-9171

5207

SENIOR ESCORT OUTREACH PROGRAM
330 ELLIS ST., ROOM 503
SAN FRANCISCO, CA 94102
MARK FORRESTER
(415)928-4422

5658

SF BOYS CLUB-EXEC. DIR.
1950 PAGE
SAN FRANCISCO, CA 94117
CHARLES ANDERSON
(415)221-0790

5576

SF COUNCIL OF CHURCHES SENIOR CENTER
3601 NORIEGA
SAN FRANCISCO, CA 94122
JOSEPHINE HANIN
(415)665-0575

5735

SF COUNTY DEPT. OF SOCIAL SERVICES INFO REFERRAL RESOURCES
P.O. BOX 7989
SAN FRANCISCO, CA 94120
CARY EBERLING
(415)558-2951

5871

SF COUNTY HEALTH DEPT ALCOHOLISM EVAL. AND TREATMENT CENTER
1001 POTRERO
S.F. GEN. HOSP., WARD 84
SAN FRANCISCO, CA 94110
DR. SMITH
(415)821-8091

5023

SF COUNTY HEALTH DEPT. SOCIAL SKILLS CENTER
501 HAYES ST.
SAN FRANCISCO, CA 94102
ANDY STANCIA
(415)863-6123

5064

SF COUNTY HEALTH DEPT. THIRD ST. CLINIC
4301 - 3RD ST.
SAN FRANCISCO, CA 94124
ROBERT CHRISTIANAS
(415)648-5785

5743

SF COUNTY HEALTH DEPT.-COMMUNITY MENTAL HEALTH SERVICES
555 FOLK ST.
SAN FRANCISCO, CA 94114
DOROTHY A. STAPP
(415)558-4116

5730

SF COUNTY HEALTH DEPT.-DRUGS DAY TREATMENT CENTER
2940 - 16TH ST., SUITE 215
SAN FRANCISCO, CA 94103
PEARL PRATOR
(415)558-5822

5286

SF COUNTY HEALTH DEPT.-WESTSIDE LODGE
1000 FULTON ST.
SAN FRANCISCO,CA 94117
DR. UNDERWOOD
(415)563-5800

5741

SF COUNTY HOUSING AUTHORITY SENIOR PROGRAMS
440 TURK ST.
SAN FRANCISCO,CA 94102
JAMES HANDBERG
(415)673-5300

5748

SF COUNTY JUVENILE COURT YOUTH GUIDANCE
375 HOODSIDE AVE.
SAN FRANCISCO,CA 94127
THOMAS SPILLANE
(415)731-5740

5551

SF COUNTY SHERIFF'S COMMUNITY RE-ENTRY CENTER
505 - 7TH ST.
SAN FRANCISCO,CA 94103
RONALD SMITH
(415)558-3126

4103

SF COUNTY SHERIFF'S DEPT. PRISONER SERVICES DIV.
CITY HALL - ROOM 333
SAN FRANCISCO,CA 94103
GUY CROUCH
(415)495-0583

4105

SF GENERAL HOSPITAL,OUTPATIENT TRANSP.
1001 POTRERO
NEW BLDG. RM 3M4
SAN FRANCISCO,CA 94110
JEANNE MILLER
415-821-8528

5645

SF GOSPEL MISSION
219 - 6TH STREET
SAN FRANCISCO,CA 94103
DIFECTOR
(415)495-7366

5165

SF INDEPENDENT LIVING PROJECT
814 MISSION, 2ND FLOOR
SAN FRANCISCO,CA 94103
RAY UZETA
415-543-0223

5739

SF LIGHTHOUSE FOR THE BLIND
1097 HOWARD ST.
SAN FRANCISCO,CA 94103
JAMES CAMERO
(415)431-1481

5015

SICKLE CELL ANEMIA RESEARCH & EDUCATION
693 MISSION, SUITE 811
SAN FRANCISCO,CA 94105
MELODY BROOME
415-543-5880

5275

SOUTH EAST AFTERCARE
4343 - 3RD ST.
SAN FRANCISCO,CA 94124
JIM CARTER
(415)641-0511

5863

THE GREENHOUSE
4127 KIRKHAM
SAN FRANCISCO,CA 94122
JENNIFER GREGANTE
415-731-3670

5952

THE SEQUOIAS - SF
1400 GEARY
SAN FRANCISCO, CA 94109
ROBERT HIZE
(415)922-9700

5619

U.C.S.F. MED. CENTER
LANGLEY-PORTER CRISIS UNIT
400 PARNASSUS AVE.
SAN FRANCISCO, CA 94143
DR. RENEE BINDER
415-681-8000

5134

U.S. PUBLIC HEALTH HOSPITAL
15TH AVE. & LAKE ST., RM. 1535
SAN FRANCISCO, CA 94118
DOHLEY SMITH
(415)752-5682

5357

VARIETY CLUB, BLIND BABIES FOUNDATION
988 MARKET
SAN FRANCISCO, CA 94102
PHIL HATLEN
(415)673-2554

5018

WALDEN HOUSE, INC.
815 BUENA VISTA WEST
SAN FRANCISCO, CA 94117
MARIA GUILLEN
415-552-6440

5960

AMERICAN CANCER SOCIETY
1163 CHESS DR., SUITE A
FOSTER CITY, CA 94404
PAT GRABINSKY
(415)341-8749 6002

BAY AREA URBAN LEAGUE EMPLOYMENT & TRAINING UNIT
1024 OLD MISSION RD.
SOUTH SAN FRANCISCO, 94080
DOUGLAS JENKINS
(415)877-5610 5158

BELLE HAVEN COMMUNITY CENTER
100 TERMINAL AVE.
MENLO PARK, CA 94025
AARON JOHNSON
(415)322-4578 6352

BOYS CLUB OF SAN MATEO
P.O. BOX 1435
SAN MATEO, CA 94401
LAWRENCE SALTIAN
(415)347-9891 5166

CALIFORNIA STATE DEPT. OF YOUTH AUTHORITY PAROLE OFFICE
28 WILSON ST.
REDWOOD CITY, CA 94063
CHARLES CHRISTENSEN
(415)364-1343 6174

CATHOLIC SOCIAL SERVICES OF SAN MATEO CO. HANDICAPABLES
618 HARVARD RD.
SAN MATEO, CA 94402
ZITA TRUCCO
(415)344-4440 6177

ASOCIACION CIVIL HIDALGO
3090 GOODWIN AVE.
REDWOOD CITY, CA 94061
AMADOR BUSTOS
(415)364-3796 5156

BAYSHORE EMPLOYMENT
1944 UNIVERSITY AVE.
EAST PALO ALTO, CA 94303
MAURICE BUNDY
(415)323-7704 6006

BIG SISTERS
2050 COOLEY AVENUE
EAST PALO ALTO, CA 94303
DIANNA HILL
415-327-2505 6150

CALIFORNIA STATE DEPT. OF CORRECTIONS
609 PRICE AVE.
REDWOOD CITY, CA 94063
PAT BOLGER
(415)367-1444 5172

CAMINAR-SATELLITE HOUSING PROG. MENTAL HEALTH RECOVERY, INC.
720 EL CAMINO REAL, SUITE 301
BELMONT, CA 94002
BOB MICHELS
(415)591-2681 6802

CATHOLIC SOCIAL SERVICES OF SAN MATEO CO., SAN MATEO OFFICE
20 N. SAN MATEO DR.
SAN MATEO, CA 94401
JAMES PURCELL
(415)344-0051 6173

SAN MATEO COUNTY

CATHOLIC NURSE HOUSE
545 CASSIA STREET
REDWOOD CITY, CA 94063
LARRY FURCELL
(415)366-4415

6179

CENTER FOR INDEPENDENCE OF THE DISABLED (CID)
875 O'NEILL
BELMONT, CA 94002
JOHANNA WALLACE
(415)595-0783

6181

COMMUNITY EDUCATION CENTER
2600 MIDDLEFIELD RD.
REDWOOD CITY, CA 94063
ANDRIANO DIAZ
(415)364-7340

6235

CRYSTAL SPRINGS REHAB. CENTER, SOCIAL SERVICES UNIT
35 TOWER RD.
SAN MATEO, CA 94402
TED BERNDT
(415)573-2222

6103

DAY CAMP FOR THE HANDICAPPED
P.O. BOX 1203
BURLINGAME, CA 94010
IDA SCHENSTEIN
(415)697-4778

6200

DREW MEDICAL & DENTAL CENTER
2111 UNIVERSITY AVENUE
EAST PALO ALTO, CA 94303
CHARLES E. RANGE
415-328-5060

6204

DREW MEDICAL/DENTAL CENTER, INC. PHOENIX CENTER
2156 UNIVERSITY AVE.
EAST PALO ALTO, CA 94303
ROSEVA GOUEDY
(415)321-9609

6206

DREW MEDICAL/DENTAL CENTER, INC. MENTAL HEALTH DEPT.-NEW DAY
2560 PULGAS AVE.
EAST PALO ALTO, CA 94303
EDWARD BUCHANAN
(415)328-1065

6205

EAST PALO ALTO YOUTH SERVICE PROGRAM
2050 COOLEY AVE., E4
EAST PALO ALTO, CA 94303
WARRELL COATES
415-325-3276

6207

EASTER SEAL SOC. FOR CRIPPLED CHILD./ADULTS OF S.M. CO, INC.
1764 MARCO POLO WAY
REHAB CENTER & WORKSHOP
BURLINGAME, CA 94010
P. LEE MASON
(415)697-8924

6382

ECUMENICAL HUNGER PROGRAM
1925 LOUIS RD.
PALO ALTO, CA 94303
ERLENE SMITH/JOANNE MONTEZUMA
(415)323-7781

6211

FAIR OAKS FAMILY HEALTH CENTER
2501 MIDDLEFIELD
REDWOOD CITY, CA 94063
JOAN BOYD
(415)364-6010

6116

FAIR OAKS SR. CITIZENS CTR. TARGET EDUC. & WELFARE COUNCIL
2555 MIDDLEFIELD RD.
REDWOOD CITY, CA 94063
SALLY SALIHAS 6215
(415)365-5913

FAMILY HOMES FOR THE ADULT RETARDED, INC.
901 NORTH ROAD
BELMONT, CA 94002
GINNY PIZZARDI 6374
(415)593-2516

FAMILY SERVICE AGENCY
1870 EL CAMINO REAL
BURLINGAME, CA 94010
J. DONALD CAMERON 6026
(415)692-0555

FISH - BELMONT, SAN CARLOS, REDWOOD CITY
1106 ALAMEDA DE LAS PULGAS
TRINITY PRESBYTERIAN CHURCH
SAN CARLOS, CA 94070
SALLY OR DAVE MC CLURE 6375
(415)593-1288

FISH-BURLINGAME
415 EL CAMINO REAL
ST. PAUL'S EPISCOPAL CHURCH
BURLINGAME, CA 94010
ROSA LIND MC ROSKEY 6217
(415)344-9007

FISH-SAN MATEO
P.O. BOX 3203
SAN MATEO, CA 94403
LAVINA ROSKE 6376
(415)344-9007

FRIENDLY VISITING SERVICE-ASSIST. LEAGUE OF SAN MATEO CNTY
60 NORTH B ST.
SAN MATEO, CA 94401
ALICE GREEN 6222
(415)342-3802

GIRLS CLUB OF THE MID-PENINSULA
P.O. BOX 397
MENLO PARK, CA 94025
LAUREN MC KEE 6225
(415)325-8915

GOLDEN GATE REGIONAL CENTER SAN MATEO CO. OFFICE
3130 LA SELVA, SUITE 100
SAN MATEO, CA 94403
JEANNE OLANDER 6226
(415)574-9232

HERBERT HOOVER MEMORIAL BOY'S CLUB
400 MARKET PLACE
EAST MENLO PARK, CA 94025
WALDOF PARISH 6231
(415)322-6255

INTERCULTURAL SURVIVAL SCHOOL
713 - 2ND AVE.
SAN MATEO, CA 94401
PHIL LIM 6034
(415)347-0463

JAPANESE COMMUNITY CENTER
502 2ND AVENUE
SAN MATEO, CA 94401
ROSE ENOMOTO 6387
415-343-2793

LA CASA DE SAN MATEO SAN MATEO WOMEN'S SHELTER
P.O. BOX 652
SAN MATEO, CA 94401
BONNIE EVANS
(415)342-0850

6243

LA ESPERANZA DEV. CENTER, SOUTH
65 TOWER RD.
SAN MATEO, CA 94402
KATHRYN THOMAS
(415)573-2194

6712

LITTLE PEOPLE OF AMERICA
P.O. BOX 633
SAN BRUNO, CA 94066
AL & HARRIET STICKNEY

6252

MISSION HOSPICE, INC., OF SAN MATEO COUNTY
530 EL CAMINO REAL, SUITE B
BURLINGAME, CA 94010
MARILYN F. STONE
(415)347-1218

6264

OPPORTUNITIES INDUSTRIALIZATION CENTER WEST
1100 O'BRIEN DR.
MENLO PARK, CA 94025
SHARON WEMPLE
(415)322-8431

6063

PENINSULA ASSOCIATION FOR RETARDED CHILDREN & ADULTS
1870 EL CAMINO REAL, SUITE 106
BURLINGAME, CA 94010
MARIE NORTON
(415)697-7237

6067

PENINSULA HOSP./MED CENT., REGION II MENTAL HEALTH PROGRAM
1783 EL CAMINO REAL
BURLINGAME, CA 94014
CHARLES H. MASON, JR.
(415)697-4061

6113

PROJECT NINETY (90) ALCOHOLIC RECOVERY PROGRAM
436 PENINSULA
SAN MATEO, CA 94401
JAMES O'TOOLE
(415)343-3635

6280

RAVENSWOOD RECREATION & PARK DISTRICT
550 BELL ST.
EAST PALO ALTO, CA 94303
HENRY ANTHONY
(415)323-4184

6283

RETIRED SENIOR VOLUNTEER PROGRAM (RSVP)
NORTH COUNTY OFFICE
20 N. SAN MATEO DR.
SAN MATEO, CA 94401
ANITA T. CRIST
(415)344-0051

6286

PETIFIED SENIOR VOLUNTEER PROGRAM (RSVP)
701 LAUREL
CIVIC CENTER
MENLO PARK, CA 94025
DENNIS LA BUDA
(415)322-4597

6737

ROSENER HOUSE PENINSULA VOLUNTEERS, INC.
1060 MIDDLE AVE.
MENLO PARK, CA 94025
MARIANNE MANNIA
(415)322-0126

6287

SAN BRUNO, CITY OF, PARKS & REC. DEPT.
567 EL CAMINO REAL
SAN BRUNO, CA 94066
MICHAEL DOERNER
(415)877-8868

6749

SAN CARLOS PARKS & RECREATION DIV., SPECIAL NEEDS PROGRAM
LAURELIA PARK
SAN CARLOS, CA 94070
HANNAH WISE
(415)593-8011

6297

SAN MATEO CO. DEPT. HEALTH/WELFARE EMERGENCY MEDICAL SERVICE
225 - 37TH AVE.
SAN MATEO, CA 94403
DONALD GOENEY
(415)573-2554

6726

SAN MATEO CO. DEPT. HEALTH/WELFARE MENTAL HEALTH PROGRAM
225 - 37TH AVE.
SAN MATEO, CA 94403
DAVID SANTIOS
(415)573-2741

6105

SAN MATEO CO. DEPT. HEALTH/WELFARE SOC. SER. DIV.-ADULT SERV
274 W. 20TH AVE.
SAN MATEO, CA 94403
JOHN HEEFFINGS
(415)573-2789

6746

SAN MATEO CO. EMPLOYMENT & TRAINING/AGING
702 MARSHALL, ROOM 200
REDWOOD CITY, CA 94063
ELLEN MAC DONELL
(415)34-5600

6745

SAN MATEO CO. ECC
P.O. BOX 2819
REDWOOD CITY, CA 94601
JOE MALONE
(415)354-8181

6860

SAN MATEO CO. PROBATION DEPT. VOLUNTEERS IN PROBATION SERV
21 TOWER RD.
REDWOOD CITY, CA 94002
TOM ROBERTS
(415)573-1751

6728

SAN MATEO CO. TRANSIT DISTRICT
400 S. EL CAMINO REAL
SAN MATEO, CA 94402
CHARISSE ALLEN
(415)573-2252

6744

SAN MATEO CO.-CHOPE COMM. HOSP. SHUTTLE BUS SERVICE
222 W. 39TH AVE.
SAN MATEO, CA 94403
BERTHA HALL
(415)573-2728

6115

SENIOR COASTGUARDERS
P.O. BOX 454
MONTARA, CA 94037
PAT MARQUES
(415)726-2056

6747

SENIOR EMPLOYMENT PROJ.-SR. COMMUNITY SERVICES PROGRAM
904 HATH ST.
REDWOOD CITY, CA 94063
ED BURKE
(415)364-5100

6754

SENIORS IN ACTION
170 SANTA MARIA AVE.
PACIFICA, CA 94044
APRIL STEWART
(415)355-3764

6305

SEQUOIA HOSPITAL
WHIPPLE AND ALAMEDA
REDWOOD CITY, CA 94062
RICHARD DANIELS
415-369-5811

6731

STATE OF CALIF. REHABILITATION DEPT.
298 FULLER
REDWOOD CITY, CA 94063
MARJORIE KARTER
(415)365-6766

6010

UNITED JEWISH COMMUNITY CENTERS THE PENINSULA CENTER
2440 CARLMONT DR.
BELMONT, CA 94002
HOWARD PARNETT
(415)591-4438

6313

YOUNG MEN'S CHRISTIAN ASSOCIATION CARLMONT FAMILY YMCA
2811 SAN CARLOS AVE.
SAN CARLOS, CA 94070
EUGENE STEELE
(415)591-9622

6318

YOUNG MEN'S CHRISTIAN ASSOCIATION PENINSULA YMCA
240 N. EL CAMINO REAL
SAN MATEO, CA 94401
RICHARD RAHAL
(415)342-5228

6319

YOUNG MEN'S CHRISTIAN ASSOCIATION SEQUOIA YMCA
1445 HUDSON
REDWOOD CITY, CA 94061
JOHN H. WOOLEY
(415)368-4168

6320

ADULTS INDEPENDENCE DEVELOPMENT CTR. ADMINISTRATION OFFICE
2275 S. BASCOM AVE.
CAMPBELL, CA 95008
PEGGY GRODHAUS 7168
(408)371-7010

AGNEW STATE HOSPITAL CALIF. STATE-HEALTH DEPT.
SAN JOSE, CA 95134
HOMER PIKE 7038
(408)262-2100

ALMA NEIGHBORHOOD CENTER
1486 LITTLE ORCHARD ST.
SAN JOSE, CA 95110
ARMANDO MENDOZA 7360
(408)275-1315

AMERICAN CANCER SOCIETY OF SANTA CLARA COUNTY
1537 PARKMOOR AVE.
SAN JOSE, CA 95128
ROSE SIMMONS 7006
(408)287-5973

AMERICAN NATIONAL RED CROSS
400 MITCHELL LANE
PALO ALTO, CA 94301
MARGIE HORNEDECK 7255
(415)322-2143

BILL WILSON HOUSE
590 WASHINGTON ST.
SANTA CLARA, CA 95050
JACQUE MARTIN 7237
(408)247-9332

BLACK COUNCIL ON ALCOHOLISM
2164 SULLIVAN AVE.
SAN JOSE, CA 95122
ERNIE SMITH 7019
(408)259-6024

BLACK SENIOR CENTER
1824 DATONA DRIVE
SAN JOSE, CA 95122
MRS. JACKSON 7020
408-251-4636

BOY SCOUTS OF AMERICA
P.O. BOX 28547
SAN JOSE, CA 95139
TOM ANDERSON 7022
408-249-6060

CALIF. STATE DEPT. OF REHABILITATION, DISTRICT OFFICE
949 RUFF DR.
SAN JOSE, CA 95110
CHAPLES MEIGS 7386
(408)277-1355

CAMPBELL, CITY OF, COMMUNITY SERVICES
75 N. CENTRAL
CAMPBELL CITY HALL
CAMPBELL, CA 95008
EARLARA HARRISON 7395
(408)373-8141

CATHOLIC SOC. SERV. OF SANTA CLARA CO
2175 THE ALAMEDA
SAN JOSE, CA 95126
JUDD INGRAM 7052
(408)243-0994

SANTA CLARA COUNTY

CATHOLIC SOC. SERV. OF SANTA CLARA CO SKILL CENTER
85 NOIRE DAME
SAN JOSE, CA 95113
JEAN MARIANI
(408)275-9561

7069

CATHOLIC SOCIAL SERVICE OF SANTA CLARA CO.
1755 ALUM ROCK AVE.
SAN JOSE, CA 95116
ALFRED CASTANO
408-258-0871

7066

CENTER FOR EMPLOYMENT TRAINING
425 S. MARKET STREET
SAN JOSE, CA 95113
JIM MUNEZ
408-294-7012

7145

CHAMBERLAIN'S CHILDREN CENTER, INC.
P.O. BOX 1269
HOLLISTER, CA 95023
CLARA CHAMBERLAIN
(408)637-1677

7050

CHAMBERLAIN'S DAY CARE CENTER
P.O. BOX 27
SAN MARTIN, CA 95046
CLARA CHAMBERLAIN
(408)683-2944

7033

CHILDREN'S HOSPITAL AT STANFORD, MEDICAL SERVICES
520 WILLOW RD.
PALO ALTO, CA 94304
J.R. WILLIAMS
(415)327-4800

7381

COMMUNITY ASSOC. FOR RETARDED
3264 MIDDLEFIELD RD.
PALO ALTO, CA 94303
BRUCE MOORE
(415)494-0550

7383

CUPERTINO SENIOR CENTER
21121 STEVENS CREEK BLVD.
CUPERTINO, CA 95014
PATRICIA PHILIP
(408)253-2090

7366

FAMILY DAY CARE
948 E. SANTA CLARA
SAN JOSE, CA 95116
CINDY GARCIA
408-275-0810

7100

FAMILY HEALTH FOUNDATION OF ALVISO, INC.
1621 GOLD ST.
ALVISO, CA 95002
MR. DERYLO
(408)262-7944

7101

FAMILY SERVICE ASSOCIATION OF SANTA CLARA CO.
55 E. EMPIRE ST.
SAN JOSE, CA 95112
MARIO P. SASSANO
(408)268-6200

7369

FILIPINO SERVICE CENTER
P.O. BOX 1232
SAN JOSE, CA 95112
ANGELICA MILAA
408-999-0636

7370

FISH-SO. CENTRAL SAN JOSE
5960 GLOWING CT.
SAN JOSE, CA 95120
SALLY PETERSON
408-295-2424

7371

FORTUNES INN HALFWAY HOUSE
52 SO. 12TH ST.
SAN JOSE, CA 95112
ED DONLING
(408)293-6372

7258

FRIENDLY VISITING SERVICE
625 HAMILTON AVE.
PALO ALTO, CA 94301
BILLIE SALAS
(415)324-1971

7372

FRIENDS OUTSIDE
551 STOCKTON AVE.
SAN JOSE, CA 95126
MARGARET HUIRHEAD
(408)295-6033

7106

GILROY, CITY OF, PARKS & REC. DEPT.
P.O. BOX 66
GILROY, CA 95020
BOB CONNELLY
(408)847-1777

7373

GOODHILL INDUSTRIES
1030 N. 7TH ST.
SAN JOSE, CA 95112
ANDY LIERSCH
(408)998-5774

7393

HOPE REHABILITATION
1539 PARKMOOR PLAZA
SAN JOSE, CA 95128
CANDACE ARVIN
(408)998-4573

7252

JACK DOUGLAS YOUTH FOUNDATION
1725 DE LA CRUZ BLVD., ROOM 6
SANTA CLARA, CA 95050
HELEN BLANKENSHIP
(408)241-0114

7115

JEWISH COMMUNITY CENTER OF SAN JOSE
2300 CANDAS GARDEN RD.
SAN JOSE, CA 95125
MR. FRIEDMAN
(408)266-6317

7113

LOS GATOS, TOWN OF, SENIOR CITIZEN TAXI PROGRAM
P.O. BOX 949
LOS GATOS, CA 94301
JILL COOY
(408)354-6820

7720

MID-PENINSULA SUPPORT NETWORK
655 CASTRO ST., SUITE 6
MT. VIEW, CA 94041
GEDI RIVARD
(415)964-6503

7036

MILPITAS, CITY OF
455 E. CALAVARAS BLVD.
MILPITAS, CA 95035
BETH BERGHOLD
(408)262-2310

7733

MIRAMONTE MENTAL HEALTH SERVICE
445 SHERMAN, STE. E.
PALO ALTO, CA 94306
BARBARA DAY
(415)321-5401

7719

MORGAN HILL COMM. UNITY CENTER
P.O. BOX 546
MORGAN HILL, CA 95037
DENNIS BOHAN
(408)779-2113

7131

MORGAN HILL, CITY OF, MANAGER'S OFFICE
17555 PEAK AVE.
MORGAN HILL, CA 95037
CHARLES R. CATE
(408)779-7271

7714

MT. VIEW COMM. HEALTH CENT., INC.
101 STEIRLIN RD.
MT. VIEW, CA 94041
MARY L. GARCIA
(415)965-3323

7185

MT. VIEW COMMUNITY SERVICES
204 STIERLIN RD.
MT. VIEW, CA 94043
DARLENE DEAN
(415)968-0836

7722

MT. VIEW POLICE ACT. LEAGUE
947 VILLA ST.
MT. VIEW, CA 94041
J. R. FAIRFIELD
(415)966-6344

7135

MUSCULAR DYSTROPHY ASSOC.
1140 PEDRO ST., NO. 7
SAN JOSE, CA 95126
LENI SIEKMAN
(408)275-1133

7136

ODD FELLOW-REBEKAH CHILDREN'S HOME
P.O. BOX 155
GILROY, CA 95020
DON LINSBURG
(408)842-6451

7723

OUTREACH & ESCORT, INC.
186 EAST GISH
SAN JOSE, CA 95112
ROBERTA GARDELLA
(408)297-6852

7140

PALO ALTO COMMUNITY CHILD CARE
250 HAMILTON AVE.
PALO ALTO, CA 94301
JOAN S. ABRAMS
(415)321-3523

7711

PALO ALTO, CITY OF, PROJ. MOBILITY-TRANSP. DIV.
250 HAMILTON AVE.
PLANNING & CON. ENVIRONMENT
PALO ALTO, CA 94301
JOAN THOMPSON
(415)329-2541

7729

PATHWAY DRUG ABUSE COUNCIL
1659 SCOTT BLVD., SUITE 28
SANTA CLARA, CA 95050
JOANN BUCKLEY
(408)244-1834

7151

PENINSULA CENTER FOR THE BLIND
2435 FABER PL.
PALO ALTO, CA 94303
EDDIE COOY
(415)858-0202

7774

PROJECT DARE
270 N. 27TH STREET
SAN JOSE, CA 95116
REBECCA LERMA
(408)297-0900

7800

REHABILITATION MENTAL HEALTH SERVICES
86 SO. 14TH ST.
SAN JOSE, CA 95112
LEONARD H. GOVEIA
(408)293-6141

7752

SALVATION ARMY COMMUNITY CENTER
359 NORTH 4TH STREET
SAN JOSE, CA 95112
COL. JOHNSON
(408)998-4400

7188

SAN ANDREAS REGIONAL CENTER
1270 SOUTH WINCHESTER BLVD.
SAN JOSE, CA 95128
MARY FRANCES WALKER
(408)248-8500

7121

SAN JOSE HOSP./HEALTH CENTERS
675 E. SANTA CLARA ST.
SAN JOSE, CA 95114
DAVE CURTIS
(408)998-3212

7192

SAN JOSE JCB CORPS CENTER
201 SOUTH 11TH STREET
SAN JOSE, CA 95112
KENNETH DUGAN
(408)998-1120

7194

SAN JOSE OFFICE ON AGING
525 N. ALMA
SAN JOSE, CA 95125
JIM NORMAN
408-293-9491

7766

SAN JOSE POLICE ACTIVITY LEAGUE
460 PARK AVE.
SAN JOSE, CA 95110
SGT. BELTRAN
(408)277-4725

7195

SAN JOSE RESCUE MISSION
P.O. BOX 143
SAN JOSE, CA 95103
LESLIE HARRIS
(408)998-4770

7197

SAN JOSE, CITY OF
801 N. FIRST ST.
SAN JOSE, CA 95110
JIM KENNEDY
(408)277-4304

7764

SAN JOSE, CITY OF, HILLVIEW CENTER
1694 ADRIAN WAY
SAN JOSE, CA 95122
HANK LOPEZ
(408)251-2850

7767

SAN JOSE, CITY OF, PARKS & REC DEPT. OLINDER NEIGHBOR. CTR.
848 E. WILLIAM ST.
SAN JOSE, CA 95116
MIKE FAGALDE 7768
(408)292-0745

SAN JOSE, CITY OF, PARKS & REC DEPT. THERAPEUTIC REC SERVICE
151 WEST MISSION ST.
SAN JOSE, CA 95110
STAN NELSON 7765
(408)578-2336

SANTA CLARA CO. ASSIST. LEAGUE
169 STATE ST.
LOS ALTOS, CA 94022
MRS. STADE 7013
(415)941-4625

SANTA CLARA CO. COUNCIL ON AGING, INC.
277 WEST HEDDING ST.
SAN JOSE, CA 95110
RICHARD FISHER 7089
(408)287-7111

SANTA CLARA CO. DEPT. OF SOCIAL SERVICES
55 W. YOUNGER
SAN JOSE, CA 95110
MARY CHARLES 7756
(408)299-3747

SANTA CLARA CO. DEPT. OF MEDICAL INSTITUTIONS
751 S. BASCOM AVE.
SAN JOSE, CA 95128
MR. OREB 7198
(408)279-5101

SANTA CLARA CO. HEALTH DEPT. PUBLIC HEALTH NURSING
2220 MOOR PARK AVE.
SAN JOSE, CA 95128
B. RIEDEP 7271
(408)279-5971

SANTA CLARA CO. HEALTH DEPT. NO. CO. MENTAL HEALTH CTR
231 GRANT AVE.
PALO ALTO, CA 94306
DR. SOLENG TOM 7277
(415)321-2141

SANTA CLARA CO. HEALTH DEPT. SO. CO. MENTAL HEALTH CTR
205 A LEAVESLY RD.
GILFOY, CA 95020
ROBERTA GARCIA 7276
(408)842-0251

SANTA CLARA CO. HEALTH DEPT. HEALTH PROTECTION
2220 MOOR PARK AVE.
SAN JOSE, CA 95128
DR. J. CLARK 7273
(408)279-5858

SANTA CLARA CO. HEALTH DEPT. CENTRAL MENTAL HEALTH CTR.
2221 EMDERG LANE
SAN JOSE, CA 95128
YVONNE DIAZ 7278
(408)279-6662

SANTA CLARA CO. HEALTH DEPT. DOWNTOWN MENTAL HEALTH CTR. SAN
85 E. PASEO DE SAN ANTONIO
SAN JOSE, CA 95113
JANE BORG 7274
(408)279-6667

SANTA CLARA CO. HEALTH DEPT. EMERGENCY MEDICAL SERVICES
2220 HOOB PARK AVE.
SAN JOSE, CA 95128
MILTON SILVERBERG 7272
(408)279-5832

SANTA CLARA CO. HEALTH DEPT. WEST VALLEY MENTAL HEALTH CTR.
14195 CAPRI
LOS GATOS, CA 95030
HAROLD ARCHWOOD 7275
(408)379-7020

SANTA CLARA CO. HEALTH DEPT., CRIPPLED CHILDREN SERVICES
2220 HOOB PARK AVE.
SAN JOSE, CA 95128
JOSEPHINE STEELE 7264
(408)279-5891

SANTA CLARA CO. JUVENILE CTR. CHILD SEXUAL ABUSE TREAT. PROG
840 GUADALUPE PARKWAY
SAN JOSE, CA 95110
V. IMABORI 7051
(408)299-2475

SANTA CLARA VALLEY BLIND CENTER
101 N. BASCOM
SAN JOSE, CA 95128
BARBARA MANDRIGUES 7167
(408)295-4016

SANTA CLARA, CITY OF
1500 HARBURTON AVE.
SANTA CLARA, CA 95050
SAM M. CRISTOFANO 7772
(408)984-3200

SENIOR COORDINATING COUNCIL
450 BRYANT STREET
PALO ALTO, CA 94301
DIANA STEEFLES 7731
(415)329-2306

SENIOR DAY HEALTH PROGRAM
701 E. MEADOW
PALO ALTO, CA 94303
JAN MOORE 7742
(415)494-8018

ST. JOSEPH'S WELFARE CENTER
4225 FRONDALE AVE.
GILFOY, CA 95020
JANE GONZALES 7215
(408)842-6662

STANFORD UNIV. HOSPITAL & MED CENTER BIRTH DEFECTS CENTER
PALO ALTO, CA 94305
DR. LUIGI LUZZATTI 7375
(415)497-6858

SUNNYVALE COMMUNITY SERVICES
846 W. MC KINLEY
SUNNYVALE, CA 94086
NINA HOFFMAN 7220
(408)738-4301

SUNNYVALE, CITY OF
P.O. BOX 60607
SUNNYVALE, CA 94088
LARRY BLANCO 7771
(408)738-5411

THELVEACRES, INC.
11455 CLAYTON RD.
SAN JOSE, CA 95127
PUTH SANKE
(408)259-5635

7224

U.S. GOVT-PALO ALTO V.A.
AMBULATORY CARE SECTION
3801 MIRANDA AVE., BLDG. 1
PALO ALTO, CA 94304
HAROLD SOX
415-493-5000

7032

UNITED JEWISH COMM. CENTERS DAY CARE
830 E. MEADOW DR.
PALO ALTO, CA 94303
F. SONENBERG
(415)494-2511

7269

UNITED JEWISH COMM. CENTERS DAY CAMP
830 E. MEADOW DR.
PALO ALTO, CA 94303
F. SONENBERG
(415)494-2511

7270

UNITED JEWISH COMM. CENTERS SENIOR DEPT.
830 E. MEADOW DR.
PALO ALTO, CA 94303
F. SONENBERG
(415)494-2511

7225

YMCA - PALO ALTO AREA
3412 ROSS ROAD
PALO ALTO, CA 94303
ESTHER FRYE
(415)494-1803

7241

YMCA OF SANTA CLARA VALLEY
1190 EMORY ST.
SAN JOSE, CA 95126
DON ZERNER
(408)298-3888

7242

YMCA OF SANTA CLARA VALLEY SOUTH VALLEY BRANCH
5632 SANTA THERESA BLVD.
SAN JOSE, CA 95123
MIKE STARR
(408)226-9622

7158

YMCA OF SANTA CLARA VALLEY EAST VALLEY BRANCH
1975 SO. WHITE RD.
SAN JOSE, CA 95148
JOE FORBES
(408)258-4419

7159

YMCA OF SANTA CLARA VALLEY NORTH WEST BRANCH
20303 ALVES DR.
CUPERTINO, CA 95104
DALE RENNE
(408)258-7160

7160

YMCA OF SANTA CLARA VALLEY SOUTH WEST BRANCH
16500 W. MOZART
LOS GATOS, CA 95030
JIM PFEIFFER
(408)336-7126

7161

YMCA - MID PENINSULA
4161 ALMA ST.
PALO ALTO, CA 94306
KAY PHILLIPS
(415)494-0972

7243

2ND START-LEARN. DISABILITIES
4115 JACKSON DR.
SAN JOSE, CA 95124
MERLENE DEL GADO
(408)371-5881

7211

AMERICAN CANCER SOCIETY
1221 MONTEPEY ST.
VALLEJO, CA 94590
RUTH RUFINI
(707)642-4417

8001

AMERICAN NATIONAL RED CROSS VALLEJO-BENICIA
508 ALABAMA ST.
VALLEJO, CA 94590
JOSEPH CONKY
(707)643-5683

8830

BENICIA, CITY OF
250 EAST L ST.
BENICIA, CA 94510
JOHN F. SILVA
(707)745-0510

8717

CALIFORNIA, STATE OF, DEPT. OF REHAB. VALLEJO OFFICE
1814 CAPITOL STREET
VALLEJO, CA 94590
KENT THOMPSON
(707)643-1761

8019

CITY OF DIXON
600 EAST A STREET
DIXON, CA 95620
A. J. DAOILS
916-678-2326

8716

EASTER SEAL SOCIETY
119 LARWIN PLAZA
VALLEJO, CA 94590
RUTH HALL
(707)644-4017

8007

FAIRFIELD, CITY OF
CITY HALL
FAIRFIELD, CA 94533
BOB THOMAS
(707)425-1031

8715

FAMILY GROWTH CENTER
P.O. BOX 59
SUISUN, CA 94585
EARL TARR WYLLIE
(707)422-9221

8390

RIO VISTA, CITY OF
P.O. BOX 745
RIO VISTA, CA 94571
ROBERT BROWN
(707)334-2131

8300

SALVATION ARMY-VALLEJO CORPS
414 TENNESSEE ST.
VALLEJO, CA 94590
MRS. KNUDSON
(707)643-8621

8022

SOLANO CO. E.O.C. HEAD START
P.O. BOX 196
FAIRFIELD, CA 94533
RUTH LOHRY
(707)422-7763

8040

SOLANO CO. E.O.C. COMMUNITY ACTION COUNCIL
P.O. BOX 196
FAIRFIELD, CA 94533
RUTH LOHRY
(707)422-7763

8042

SOLANO COUNTY

SOLANO CO. E.O.C. MONICA'S PROGRAM
P.O. BOX 19
FAIRFIELD, CA 94533
MONICA WILLIAMS
(707)422-7763

8041

SOLANO CO. MENTAL HEALTH SERV.
1408 PENNSYLVANIA AVE.
FAIRFIELD, CA 94533
DR. GUY GRENNY
(707)429-6406

8027

SOLANO CO. PUBLIC WELFARE DEPT.
355 TUOLUMNE ST.
VALLEJO, CA 94590
ROBERT LEMIEUX
(707)553-5408

8028

SOLANO CO. WHEELS AND WALKERS
1000 WEBSTER ST.
FAIRFIELD, CA 94533
CHARLES VAN HOUSEN
(707)425-3526

8397

SOLANO COUNTY E.O.C.-PROJECT MOVE
P.O. BOX 196
FAIRFIELD, CA 94533
MR. F.J. NETTO
(707)425-6441

8025

SUISUN CITY, CITY OF
701 CEDAR ST.
SUISUN CITY, CA 94585
JUDY DE BOISE
(707)429-2900

8714

VACAVILLE, CITY OF
650 MERCHANT ST.
VACAVILLE, CA 95688
JOSEPH MUÑOZ
(707)448-6262

8399

VALLEJO, CITY OF, TAXI SUBSIDY PROGRAM
555 SANTA CLARA
VALLEJO, CA 94590
GARY TRUELSEN
(707)553-4315

8379

ALIANZA FARMWORKERS CLINIC, INC.
P.O. BOX 982
HEALDSBURG A 95448
LORENA OTERO
(707)433-5494

9360

CALIF., STATE OF, DEPT. OF REHABILITATION
625 STEELE LANE
SANTA ROSA, CA 95401
LINDA JARRATT
(707)542-6836

9373

CALIFORNIA DEPARTMENT OF MENTAL HEALTH
1300 CODDINGTON CENTER
SANTA ROSA, CA 95406
DIRECTOR
(707)546-2761

9125

CALIFORNIA HUMAN DEV., CORP.
2462 MENDOCINO AVE.
SANTA ROSA, CA 95401
WAYNE GIBB
(707)542-4733

9034

CARE-A-VAN
P.O. BOX 507
SONOMA, CA 95476
ALAN PIOTTER
(707)996-7365

9841

CASA GRANDE CENTER
235 CASA GRANDE
PETALUMA, CA 94952
NIKE MC HUGH
(707)763-9807

9338

CLEAR WATER RANCH CHILDREN'S HOUSE, INC.
311 SO. E ST.
SANTA ROSA, CA 95404
CAROL MELTON
(707)546-6094

9820

CLOVERDALE CARE-A-VAN
100 KING CIRCLE
CLOVERDALE, CA 95425
MRS. NOVAK
(707)894-5366

9110

COMMUNITY ALCOHOLISM SERVICES
930 PINER RD.
SANTA ROSA, CA 95401
DAVID JAY JOHNSON
(707)528-1195

9102

COMMUNITY RESOURCES FOR INDEPENDENCE
899 SECOND ST.
SANTA ROSA, CA 95404
MARIE THOMSON
(707)528-2745

9367

EASTER SEAL SOCIETY FOR CRIPPLED CHILD./ADULTS OF SONOMA CO.
4000 MONTGOMERY DR.
SANTA ROSA, CA 95405
BEDE STOCKMAN
(707)545-7673

9109

FISH - PETALUMA
P.O. BOX 664
PETALUMA, CA 94952
COORDINATOR
(707)762-7837

9018

SONOMA COUNTY

FISH - SANTA ROSA
P.O. BOX 507
SONOMA, CA 95476
ADELE HARRISON
707-996-0111

9017

FISH - SONOMA
P.O. BOX 507
SONOMA, CA 95476
ADELE S. HARRISON
(707)996-0111

9840

FOUR CORNERS
923 COLLEGE AVE.
SANTA ROSA, CA 95404
MEG PIERCE
(707)523-2095

9368

HANNA BOY'S CENTER
P.O. BOX 100
SONOMA, CA 95476
REV. PALSKAHP
(707)996-6767

9104

INDIAN HEALTH & NUTRITION PROGRAM
1722A PINER RD.
SANTA ROSA, CA 95401
LINDA JOHNSON
(707)546-4262

9369

INDIAN-TRIBAL COUNCIL OF CALIFORNIA, AREA III
618 - 4TH STREET
SANTA ROSA, CA 95404
LYNCH CORDOBA
(707)528-1872

9313

LAKE HOUSE
6188 ORCHARD STATION RD.
SEBASTOPOL, CA 95472
JOHN HUSTER
(707)823-1627

9822

LANE CHILDREN'S CENTER
P.O. BOX 30
SEBASTOPOL, CA 95472
MARY YOUNG
(707)823-9549

9319

MANUAL SKILLS TRAINING CENTER
2421 LOMITAS AVE.
SANTA ROSA, CA 95404
RAE PIVONHA
(707)527-8017

9391

PETALUMA, CITY OF, PETALUMA PEOPLE SERVICES CTR.
47 - 6TH ST.
PETALUMA, CA 94952
LARRY ROBINSON
(707)763-9866

9720

PLUMFIELD, INC.
1485 S. WRIGHT RD.
SANTA ROSA, CA 95401
ED WINFIELD
(707)544-1455

9347

R HOUSE
863 - 2ND ST.
SANTA ROSA, CA 95404
MS. DRUE BANISTER
(707)523-1804

9348

ROHNERT PARK, CITY OF, PARK & REC. DEPT.
5401 SNYDER LAND
ROHNERT PARK, CA 94928
JAMES P. PEKKAIN
(707)584-7357

9736

SANTA ROSA -RSVP (SONOMA COUNTY)
741 - 5TH ST.
SANTA ROSA, CA 95404
NANCY FEDDEN
(707)544-5993

9850

SANTA ROSA BOYS' CLUB
P.O. BOX 2392
SANTA ROSA, CA 95405
JOHN ROSEY
(707)542-3249

9812

SENIOR MULTI PURPOSE CENTER
704 BENNETT VALLEY ROAD
SANTA ROSA, CA 94503
ALLAN ROLAND
707-545-8608

9059

SENIOR OPPORTUNITIES SERVICE
930 PINER ROAD
SANTA ROSA, CA 95401
CINDY ROMAINE
(707)545-7222

9005

SOCIAL ADVOCATES FOR YOUTH, INC.
600 B STREET
SANTA ROSA, CA 95401
MR. PEARLIAN
(707)544-3299

9704

SONOMA CO. ALCOHOLISM SERV. CRINDA CENTER
2759 BENNET VALLEY RD.
SANTA ROSA, CA 95404
GINO GIANNIVOLA
(707)528-4141

9509

SONOMA CO. COUNCIL ON AGING
409 MENDOCINO AVENUE
SANTA ROSA, CA 95401
HARRY MACK
(707)525-0142

9118

SONOMA CO. DRUG ABUSE COUNCIL
1625 FRANKLIN AVE.
SANTA ROSA, CA 95404
JOHN CHANEY
(707)544-3295

9900

SONOMA CO. INDIAN HEALTH PROJECT
2240 PROFESSIONAL DR.
SANTA ROSA, CA 95401
MR. DE LOSIO
(707)544-4056

9027

SONOMA CO. EDUCATION DEPT.
P.O. BOX 11719
SANTA ROSA, CA 95406
ROBERT G. GILLIN
(707)527-2149

9510

SONOMA CO. SOC. SERVICE DEPT.
2555 MENDOCINO AVE.
SANTA ROSA, CA 95401
MICHAEL MARTIN
(707)527-2783

9006

SONOMA CO. VETERANS SERVICE OFFICE
2230 PROFESSIONAL DR., RM. 100
SANTA ROSA, CA 95401
MS. GREGERSON
707-527-2341

9048

SONOMA COUNTY HEAD START PROGRAM
235-A CODDINGTON CTR.
SANTA ROSA, CA 95401
JIM WHITE
(707)544-6171

9126

SONOMA COUNTY PEOPLE FOR ECONOMIC OPPORTUNITY
930 PINER RD.
SANTA ROSA, CA 95401
CELINDA ROMAINE
(707)545-7222

9127

SONOMA STATE HOSPITAL FOSTER GRANDPARENTS
P.O. BOX 1400
ELDRIDGE, CA 95431
PETER STEINERT
(707)938-6204

9871

SONOMA STATE HOSPITAL-CALIF. STATE DEPT. OF HEALTH
P.O. BOX 1400
ELDRIDGE, CA 95431
FRED DINAS
(707)544-1573

9870

TOWN HOUSE
1864 HEARN AVE.
SANTA ROSA, CA 95404
KEN TRAY
(707)528-0688

9821

UNIQUE PLACE-WOMEN'S RECOVERY
713 TUPPER ST.
SANTA ROSA, CA 95404
HEIGE HOPKINS
(707)527-0412

9725

UNITED CEREBRAL PALSY
1743 - 4TH ST.
SANTA ROSA, CA 95404
CATHY STEVENSON
(707)544-3448

9108

VILLA GUEST LODGE - RECOVERY HOME
3640 STONY POINT RD.
SANTA ROSA, CA 95401
MR. CHARLES O'MALLEY
(707)584-0324

9728

VOLUNTEER WHEELS
741 - 5TH STREET
SANTA ROSA, CA 95404
SY BERKOWITZ
(707)544-9435

9052

W.H. PEPPER TREE KINDER. SCHOOL
627 F STREET
PETALUMA, CA 94952
BARBARA CONFER
707-762-8151

9265

YA-KA-AHA INDIAN EDUCATION
6215 EASTSIDE RD.
HEALDSBURG, CA 95448
JIM BERGISON
(707)887-1541

9342

YHCA WOMEN'S EMERGENCY SHELTER
P.O. BOX 3505
SANTA ROSA, CA 95402
LINDA REITZELL
(707)546-1477

9719

U.C. BERKELEY LIBRARIES



C124884103

